

Set	Items	Description
S1	68	AU=(TSUNENARI, T? OR TSUNENARI T?)
S2	4	AU=(SAKS, A? OR SAKS A?)
S3	3	AU=(LARKEY, B? OR LARKEY B?)
S4	3	AU=(FUTAGAMI, R? OR FUTAGAMI R?)
S5	3	S1 AND S2 AND S3 AND S4
S6	3	S5 AND IC=(G06F-017/60 OR G06Q?)

File 350:Derwent WPIX 1963-2006/UD,UM &UP=200614
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File 344:Chinese Patents Abs Jan 1985-2006/Jan
(c) 2006 European Patent Office

File 347:JAPIO Nov 1976-2005/Oct(Updated 060203)
(c) 2006 JPO & JAPIO

File 348:EUROPEAN PATENTS 1978-2006/Feb W03
(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060223,UT=20060216
(c) 2006 WIPO/Univentio

6/5/1 (Item 1 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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014344017 **Image available**
 WPI Acc No: 2002-164720/200221
 XRPX Acc No: N02-125691

**Network server for effecting recycling and recovery of consumer products
 e.g. laser toner cartridge, sends identification information of recycling
 facility and carrier service information to browser**

Patent Assignee: CANON USA INC (CANO); FUTAGAMI R (FUTA-I); LARKEY B
 (LARK-I); SAKS A (SAKS-I); TSUNENARI T (TSUN-I)

Inventor: **FUTAGAMI R ; LARKEY B ; SAKS A ; TSUNENARI T**

Number of Countries: 096 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200205186	A1	20020117	WO 2001US21630	A	20010710	200221 B
US 20020013744	A1	20020131	US 2000612945	A	20000710	200221
			US 2001792646	A	20010223	
AU 200173294	A	20020121	AU 200173294	A	20010710	200234
EP 1307845	A1	20030507	EP 2001952555	A	20010710	200332
			WO 2001US21630	A	20010710	
CN 1449538	A	20031015	CN 2001814190	A	20010710	200404
JP 2004503026	W	20040129	WO 2001US21630	A	20010710	200413
			JP 2002508719	A	20010710	

Priority Applications (No Type Date): US 2001792646 A 20010223; US
 2000612945 A 20000710

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200205186	A1	E	88	G06F-017/60	
Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW					
US 20020013744	A1			G06F-017/60	CIP of application US 2000612945
AU 200173294	A			G06F-017/60	Based on patent WO 200205186
EP 1307845	A1	E		G06F-017/60	Based on patent WO 200205186
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR					
CN 1449538	A			G06F-017/60	
JP 2004503026	W		121	G06F-017/60	Based on patent WO 200205186

Abstract (Basic): WO 200205186 A1

NOVELTY - The web server (110) provides forms for receiving consumer information such as name and address of consumer, serial number data of product to be recycled and recovered and identification of the present location of the product through Internet (120). The shipping label (170) data including identification information of recycling facility are selected irrespective of the purchasing place of product.

DETAILED DESCRIPTION - The carrier service details are transmitted to the browser, based on the consumer data received by the web server

INDEPENDENT CLAIMS are also included for the following:

(a) Computer program for effecting the return of consumer product;
 (b) Apparatus and method for effecting return of consumer product in a network;

(c) Network client

USE - For effecting return of consumer products for recovery and

recycling of consumer products such as laser toner cartridges.

ADVANTAGE - A manufacturer directs the consumer product to be returned to a destination closer to the consumer and hence shipping cost is reduced.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram depicting elements of system to effect return of consumer product.

Web server (110)

Internet (120)

Shipping label (170)

pp; 88 DwgNo 1/15

Title Terms: NETWORK; SERVE; EFFECT; RECYCLE; RECOVER; CONSUME; PRODUCT; LASER; TONER; CARTRIDGE; SEND; IDENTIFY; INFORMATION; RECYCLE; FACILITY; CARRY; SERVICE; INFORMATION

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

6/5/2 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01404551

SYSTEM AND METHODS TO EFFECT RETURN OF A CONSUMER PRODUCT

SYSTEM UND VERFAHREN ZUM BEWIRKEN DER ZURUCKSENDUNG EINES VERBRAUCHERPRODUKTS

SYSTEMES ET PROCEDES POUR EFFECTUER LE RENVOI D'UN PRODUIT DE CONSOMMATION
PATENT ASSIGNEE:

Canon USA, Inc., (3995150), One Canon Plaza, Lake Success, NY 11042-1198, (US), (Applicant designated States: all)

INVENTOR:

TSUNENARI, Tomoo , 1-5-23B305 Miyazaki, Miyamae-ku, Kawasaki-shi, Kanagawa 216-0033, (JP)

SAKS, Arkady , 99-70 65th Road, Forest Hills, NY 11374, (US)

LARKEY, Ben , 30 Park Terrace, Caldwell, NJ 07006, (US)

FUTAGAMI, Ryotaro , 100 Bayview Avenue, Port Washington, NY 11050, (US)

LEGAL REPRESENTATIVE:

Beresford, Keith Denis Lewis et al (28273), BERESFORD & Co. 2-5 Warwick Court, High Holborn, London WC1R 5DH, (GB)

PATENT (CC, No, Kind, Date): EP 1307845 A1 030507 (Basic)
WO 2002005186 020117

APPLICATION (CC, No, Date): EP 2001952555 010710; WO 2001US21630 010710

PRIORITY (CC, No, Date): US 612945 000710; US 792646 010223

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): **G06F-017/60**

NOTE:

No A-document published by EPO

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 020313 A1 International application. (Art. 158(1))

Application: 020313 A1 International application entering European phase

Application: 030507 A1 Published application with search report

Examination: 030507 A1 Date of request for examination: 20030128

LANGUAGE (Publication,Procedural,Application): English; English; English

6/5/3 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00871078 **Image available**

SYSTEM AND METHODS TO EFFECT RETURN OF A CONSUMER PRODUCT

SYSTEMES ET PROCEDES POUR EFFECTUER LE RENVOI D'UN PRODUIT DE CONSOMMATION

Patent Applicant/Assignee:

CANON USA INC, One Canon Plaza, Lake Success, NY 11042-1198, US, US
(Residence), US (Nationality)

Inventor(s):

TSUNENARI Tomoo , 1-5-23B305 Miyazaki, Miyamae-ku, Kawasaki-shi,
Kanagawa 216-0033, JP,

SAKS Arkady , 99-70 65th Road, Forest Hills, NY 11374, US,

LARKEY Ben , 30 Park Terrace, Caldwell, NJ 07006, US,

FUTAGAMI Ryotaro , 100 Bayview Avenue, Port Washington, NY 11050, US

Legal Representative:

SANDONATO Michael P (et al) (agent), Fitzpatrick, Cella, Harper & Scinto,
30 Rockefeller Plaza, New York, NY 10112-3801, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200205186 A1 20020117 (WO 0205186)

Application: WO 2001US21630 20010710 (PCT/WO US0121630)

Priority Application: US 2000612945 20000710; US 2001792646 20010223

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS
LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): **G06F-017/60**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 13868

English Abstract

A network server (120) is provided which effects the return of a consumer product. The network server is adapted to present to a client (100) located on the network one or more form pages adapted to elicit consumer information including an identification of the consumer product to be returned and an identification of the present location of the consumer product. The server can receive the consumer information and transmit to the client shipping label data (170) which includes an identification of a destination for the consumer product and of a carrier service. The destination is selected in accordance with the consumer information and without regard to where the consumer product was purchased.

French Abstract

Selon cette invention, un serveur de reseau (120) permet d'effectuer le renvoi d'un produit de consommation. Ce serveur de reseau est adapte pour presenter a un client (100) localise sur le reseau une ou plusieurs pages de formulaire afin d'obtenir des informations d'un consommateur telles que l'identification d'un produit a renvoyer et l'identification de l'endroit d'ou est renvoye le produit de consommation. Le serveur peut recevoir les informations du consommateur et transmettre au client les donnees de l'etiquette d'expédition (170) comprenant l'identification de

la destination du produit de consommation et d'un service de transport.
La destination est selectionnee en fonction des informations fournies par
le consommateur sans tenir compte du lieu ou a ete achete le produit.

Legal Status (Type, Date, Text)

Publication 20020117 A1 With international search report.

Publication 20020117 A1 Before the expiration of the time limit for
amending the claims and to be republished in the
event of the receipt of amendments.

Examination 20020510 Request for preliminary examination prior to end of
19th month from priority date

Set	Items	Description
S1	68	AU=(TSUNENARI, T? OR TSUNENARI T?)
S2	4	AU=(SAKS, A? OR SAKS A?)
S3	3	AU=(LARKEY, B? OR LARKEY B?)
S4	3	AU=(FUTAGAMI, R? OR FUTAGAMI R?)
S5	3	S1 AND S2 AND S3 AND S4
S6	3	S5 AND IC=(G06F-017/60 OR G06Q?)
S7	69	S1 OR S2 OR S3 OR S4
S8	3	S7 AND IC=(G06F-017/60 OR G06Q?)
S9	10	S7 AND IC=(G06F? OR G06Q?)
S10	7	S9 NOT S6

File 350:Derwent WPIX 1963-2006/UD,UM &UP=200614
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File 344:Chinese Patents Abs Jan 1985-2006/Jan
(c) 2006 European Patent Office

File 347:JAPIO Nov 1976-2005/Oct(Updated 060203)
(c) 2006 JPO & JAPIO

File 348:EUROPEAN PATENTS 1978-2006/Feb W03
(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060223,UT=20060216
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10/5/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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004781465

WPI Acc No: 1986-284806/198643

XRPX Acc No: N86-212648

Information retrieval system e.g. for microfilm reader - has two marks of different shapes on same line of record medium and timer started by mark detector

Patent Assignee: CANON KK (CANO)

Inventor: MAETANI M; ONO S; SUGITA Y; **TSUNENARI T** ; YANAGAWA H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 4616126	A	19861007	US 84633293	A	19840723	198643 B

Priority Applications (No Type Date): JP 83234077 A 19831212; JP 83140898 A 19830801

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 4616126	A		17		

Abstract (Basic): US 4616126 A

Information on the record medium is classified into at least two groups and a mark is added to the lower class information and a second mark is added to the highest class information. The marks are detected by a mark detector and the feed of the record medium is controlled in accordance with the output of the mark detector. When there is an error in the retrieval or in the input, the error is detected and the feed of the record medium is stopped.

The feed control includes a timer started by an output of the mark detector, the information record medium being stopped for a time preset by the timer. The first marks and the second marks are of different shapes and arranged on the same line on the information record medium. The inhibition of the feed of the information record medium is released by an inputted retrieval instruction.

ADVANTAGE - Detects erroneous retrieval at early stage, reduces retry time. (17pp Dwg.No.10/15)

Title Terms: INFORMATION; RETRIEVAL; SYSTEM; MICROFILM; READ; TWO; MARK; SHAPE; LINE; RECORD; MEDIUM; TIME; START; MARK; DETECT

Derwent Class: S06

International Patent Class (Additional): **G06F-015/20**

File Segment: EPI

10/5/2 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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01647332 **Image available**
INFORMATION RETRIEVAL DEVICE

PUB. NO.: 60-125832 [JP 60125832 A]

PUBLISHED: July 05, 1985 (19850705)

INVENTOR(s): MAETANI MASAMI
ONO SATOSHI
SUGITA YASUTOSHI
YANAGAWA HITOSHI
TSUNENARI TOMOO

APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP

(Japan)
APPL. NO.: 58-234077 [JP 83234077]
FILED: December 12, 1983 (19831212)
INTL CLASS: [4] G03B-021/11; **G06F-015/40**
JAPIO CLASS: 29.1 (PRECISION INSTRUMENTS -- Photography & Cinematography)
JAPIO KEYWORD: R012 (OPTICAL FIBERS); R090 (PRECISION MACHINES -- Microforms); R131 (INFORMATION PROCESSING -- Microcomputers & Microprocessors)
JOURNAL: Section: P, Section No. 404, Vol. 09, No. 285, Pg. 90, November 12, 1985 (19851112)

ABSTRACT

PURPOSE: To shorten the time of re-retrieval and to improve operability by stopping a film run when the address of a high-order classification inputted to an input means and the contents of the 2nd counting means do not coincide with each other after coinciding with each other, and coping with register error retrieval rationally.

CONSTITUTION: A film has batch marks, file marks, and page marks corresponding to chapters, paragraphs, and pages of, for example, a book. If a five-page indication is inputted by mistake when a three-batch, one-file, and two-page indication should be inputted and automatic retrieval is started, the batch number coincides with the contents of a batch mark counting part 30c and then the file number coincides with the contents of a file mark counting part 30b. Then, page marks in the file 1 are counted by a counting part 30a and a register error is judged when a comparing circuit 27' detects the dissidence between the counted value and the inputted page 5 which is not present in the file to output an error signal, thereby stopping the film.

10/5/3 (Item 2 from file: 347)

DIALOG(R) File 347:JAPIO
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01567376 **Image available**
RETRIEVING DEVICE

PUB. NO.: 60-045876 [JP 60045876 A]
PUBLISHED: March 12, 1985 (19850312)
INVENTOR(s): ONO SATOSHI
SUGITA YASUTOSHI
TSUNENARI TOMOO
MAETANI MASAMI
YANAGAWA HITOSHI
APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 58-153681 [JP 83153681]
FILED: August 23, 1983 (19830823)
INTL CLASS: [4] **G06F-015/40**
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications)
JAPIO KEYWORD: R090 (PRECISION MACHINES -- Microforms)
JOURNAL: Section: P, Section No. 373, Vol. 09, No. 170, Pg. 37, July 16, 1985 (19850716)

ABSTRACT

PURPOSE: To retrieve both event and frame at a time by feeding the event and frame numbers of a desired information frame, counting the event and frame marks to compare them with the input and discontinuing the film feed when the coincidence is obtained from said comparison.

CONSTITUTION: The desired event and frame numbers supplied from an input

device 16 are stored to the event and frame registers respectively within a control circuit 23. Then a search key of the device 16 is pushed to drive a motor 11. Thus a film is driven forward, and a mark detector 15 detects both event and frame marks and delivers signals of both marks respectively. These signals are counted by counters for event and frame marks respectively. These count values are compared with contents of event and frame registers within the circuit 23. When the coincidence is obtained from said comparison, the actuation of the motor 11 is stopped. Thus the film drive is also stopped. In case a desired frame is set before the present frame position, a motor 5 is driven to move back the film for adverse searching. The values of both counters are subtracted in response to the backward shift of the frame. When the coincidence is obtained between both counters, the drive of the motor 5 is stopped to stop the movement of the film.

10/5/4 (Item 3 from file: 347)

DIALOG(R)File 347:JAPIO

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01555164 **Image available**
INFORMATION RETRIEVING DEVICE

PUB. NO.: 60-033664 [JP 60033664 A]
PUBLISHED: February 21, 1985 (19850221)
INVENTOR(s): SUGITA YASUTOSHI
ONO SATOSHI

TSUNENARI TOMOO

MAETANI MASAMI
YANAGAWA HITOSHI

APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP
(Japan)

APPL. NO.: 58-142950 [JP 83142950]
FILED: August 04, 1983 (19830804)
INTL CLASS: [4] **G06F-015/40** ; G03B-021/11

JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 29.1
(PRECISION INSTRUMENTS -- Photography & Cinematography)

JAPIO KEYWORD:R090 (PRECISION MACHINES -- Microforms)

JOURNAL: Section: P, Section No. 369, Vol. 09, No. 157, Pg. 117, July
02, 1985 (19850702)

ABSTRACT

PURPOSE: To retrieve quickly information by feeding a film toward the 1st mark with operation of a key to retrieve a frame having the 1st mark with a frame having the 2nd mark set at the prescribed position and discontinuing the film feed when the mark is detected.

CONSTITUTION: When a power supply switch is turned on, an information retrieving device is set at its initial state by a control circuit 23. Then a desired picture (frame A(sub 3)) is automatically retrieved with push of a search key after the digit keys of an input device 16 are operated. When an item designation key and then the search key are pushed, a film is fed reversely. The film is stopped when a mark detector detects the item mark of a frame A(sub 1). Then the desired frame A(sub 1) which is sorted to a higher position than the frame A(sub 3) is set at a projecting position. Under such conditions, the film is not fed even with push of the item designation and search keys since a frame sorted to a higher position is presently retrieved. Thus it is possible to retrieve simply and quickly the frame pictures sorted to higher positions than the frame under sorting. This device can prevent an erroneous information retrieval.

10/5/5 (Item 4 from file: 347)

DIALOG(R)File 347:JAPIO

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01553173 **Image available**
INFORMATION RETRIEVAL DEVICE

PUB. NO.: 60-031673 [JP 60031673 A]
PUBLISHED: February 18, 1985 (19850218)
INVENTOR(s): YANAGAWA HITOSHI
SUGITA YASUTOSHI
ONO SATOSHI
MAETANI MASAMI
TSUNENARI TOMOO
APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 58-140898 [JP 83140898]
FILED: August 01, 1983 (19830801)
INTL CLASS: [4] **G06F-015/40** ; G03B-021/11
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 29.1
(PRECISION INSTRUMENTS -- Photography & Cinematography)
JAPIO KEYWORD: R090 (PRECISION MACHINES -- Microforms)
JOURNAL: Section: P, Section No. 368, Vol. 09, No. 156, Pg. 144, June
29, 1985 (19850629)

ABSTRACT

PURPOSE: To shorten retrieval time by stopping a film when detecting a mark of high-rank classification than this classification during an image of each frame is sequentially retrieved by using a mark of low-rank classification of desired information.

CONSTITUTION: An output signal of an input device 16 and an input signal of a mark detector 15 are sent to a control circuit 23 which is composed of a computer. The circuit 23 controls the driving of motors 4, 5, 11. A frame mark signal which is outputted from the detector 15 is counted by a frame mark counter 25, and an event mark signal is counted by an event mark counter 26. When the detector 15 detects the event mark during advancing a film, driving of the motor is inhibited to stop the film, and operation is returned to the main routine. Accordingly, in each frame of the desired event is retrieved by browsing, for example, the film stops when the mark of the high rank classification, that is, an event mark of an other event is detected, thereby informing to the user that he has overlooked the desired frame.

10/5/6 (Item 5 from file: 347)

DIALOG(R)File 347:JAPIO

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01448671 **Image available**
MARK DETECTING DEVICE

PUB. NO.: 59-160271 [JP 59160271 A]
PUBLISHED: September 10, 1984 (19840910)
INVENTOR(s): **TSUNENARI TOMOO**
APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 58-033975 [JP 8333975]
FILED: March 01, 1983 (19830301)
INTL CLASS: [3] **G06F-015/40** ; G03B-021/11
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 29.1
(PRECISION INSTRUMENTS -- Photography & Cinematography)

JAPIO KEYWORD:R090 (PRECISION MACHINES -- Microforms)

JOURNAL: Section: P, Section No. 328, Vol. 09, No. 13, Pg. 67, January 19, 1985 (19850119)

ABSTRACT

PURPOSE: To make it unnecessary to execute an adjustment whenever a detecting device is replaced by constituting a photoelectric transducer and its output potential adjusting means so as to be freely attachable and detachable.

CONSTITUTION: A mark detector 11 is adhered to a prescribed position, and the light of a constant light quantity is irradiated to each photoelectric transducer 25(sub 1)-25(sub 3) of this mark detector. Subsequently, when a retrieval number of a desired information is inputted and a retrieval start is instructed, a film is shifted to detect a mark on the film successively by the transducers 25(sub 1)-25(sub 3). When the transducers 25(sub 1), 25(sub 2) detect the mark simultaneously, an AND GATE AG43 is opened, and subsequently, when the transducers 25(sub 2), 25(sub 3) detect the mark simultaneously, an AG44 is opened. Accordingly, when the transducers 25(sub 1)-25(sub 3) detect the mark simultaneously, an AG46 is opened, and in this case, a signal outputted from the AG46 is sent as a mark counting signal to a counter and counted.

10/5/7 (Item 6 from file: 347)

DIALOG(R)File 347:JAPIO

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00976970 **Image available**

RETRIEVING DEVICE

PUB. NO.: 57-127270 [JP 57127270 A]

PUBLISHED: August 07, 1982 (19820807)

INVENTOR(s): KASHIWAGI KAZUO
SUGITA YASUTOSHI
SHIRAI MASASHIGE
YANAGI MASAOKI

TSUNENARI TOMOO

APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 56-011827 [JP 8111827]

FILED: January 29, 1981 (19810129)

INTL CLASS: [3] **G06F-015/40** ; G06K-007/10; G06K-021/00

JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 29.1 (PRECISION INSTRUMENTS -- Photography & Cinematography); 29.2 (PRECISION INSTRUMENTS -- Optical Equipment); 45.3 (INFORMATION PROCESSING -- Input Output Units)

JAPIO KEYWORD:R012 (OPTICAL FIBERS); R090 (PRECISION MACHINES -- Microforms)

JOURNAL: Section: P, Section No. 154, Vol. 06, No. 225, Pg. 50, November 10, 1982 (19821110)

ABSTRACT

PURPOSE: To use various films different in form of the mark to perform a correct retrieval, by adjusting the variance of the characteristic of a mark detector.

CONSTITUTION: One side ends of guide members 25 and 26 consisting of optical fiber bundles of a mark detector 11 are fitted to respective apertures of a mask 28 of the first block 22, and a length (l) between one end faces of members 25 and 26 is shorter than the length of the mark of a

used film. The other ends of members 25 and 26 are inserted to through holes 29(sub 1) and 29(sub 2) of the second block 29 and are connected to photoelectric converting members 31 independent of each other through respective filters 30, and their output terminals are connected to a print board 32. The variance of characteristics of members 25 and 26 and members 31 is adjusted by changing the density of filters 30, and thus, output voltages of photoelectric converting members to a constant quantity of the incident light are kept constant.

Set	Items	Description
S1	31	AU=(TSUNENARI, T? OR TSUNENARI T?)
S2	55	AU=(SAKS, A? OR SAKS A?)
S3	4	AU=(LARKEY, B? OR LARKEY B?)
S4	2	AU=(FUTAGAMI, R? OR FUTAGAMI R?)
S5	0	S1 AND S2 AND S3 AND S4
S6	92	S1:S4
S7	83	RD (unique items)
S8	283652	(RETURN??? OR SEND???())BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)) (3N) (PRODUCT? ? OR MERCHANDI? OR GOODS OR ORDER? ? OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?)
S9	0	S7 AND S8

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File 475:Wall Street Journal Abs 1973-2006/Mar 01
(c) 2006 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group

File 15:ABI/Inform(R) 1971-2006/Mar 01
(c) 2006 ProQuest Info&Learning

File 20:Dialog Global Reporter 1997-2006/Mar 02
(c) 2006 Dialog

File 610:Business Wire 1999-2006/Mar 02
(c) 2006 Business Wire.

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 476:Financial Times Fulltext 1982-2006/Mar 03
(c) 2006 Financial Times Ltd

File 613:PR Newswire 1999-2006/Mar 02
(c) 2006 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

File 634:San Jose Mercury Jun 1985-2006/Mar 01
(c) 2006 San Jose Mercury News

File 624:McGraw-Hill Publications 1985-2006/Mar 01
(c) 2006 McGraw-Hill Co. Inc

File 9:Business & Industry(R) Jul/1994-2006/Feb 28
(c) 2006 The Gale Group

File 275:Gale Group Computer DB(TM) 1983-2006/Mar 01
(c) 2006 The Gale Group

File 621:Gale Group New Prod.Annou.(R) 1985-2006/Mar 01
(c) 2006 The Gale Group

File 636:Gale Group Newsletter DB(TM) 1987-2006/Mar 01
(c) 2006 The Gale Group

File 16:Gale Group PROMT(R) 1990-2006/Mar 02
(c) 2006 The Gale Group

File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2006/Mar 01
(c) 2006 The Gale Group

File 256:TecInfoSource 82-2006/Feb

(c) 2006 Info.Sources Inc
File 47:Gale Group Magazine DB(TM) 1959-2006/Feb 28
(c) 2006 The Gale group
File 570:Gale Group MARS(R) 1984-2006/Mar 01
(c) 2006 The Gale Group
File 635:Business Dateline(R) 1985-2006/Mar 01
(c) 2006 ProQuest Info&Learning
File 477:Irish Times 1999-2006/Mar 01
(c) 2006 Irish Times
File 710:Times/Sun.Times(London) Jun 1988-2006/Mar 02
(c) 2006 Times Newspapers
File 711:Independent(London) Sep 1988-2006/Mar 01
(c) 2006 Newspaper Publ. PLC
File 756:Daily/Sunday Telegraph 2000-2006/Mar 02
(c) 2006 Telegraph Group
File 757:Mirror Publications/Independent Newspapers 2000-2006/Mar 02
(c) 2006
File 387:The Denver Post 1994-2006/Mar 01
(c) 2006 Denver Post
File 471:New York Times Fulltext 1980-2006/Mar 02
(c) 2006 The New York Times
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
(c) 2002 Phoenix Newspapers
File 494:St LouisPost-Dispatch 1988-2006/Feb 26
(c) 2006 St Louis Post-Dispatch
File 631:Boston Globe 1980-2006/Mar 01
(c) 2006 Boston Globe
File 633:Phil.Inquirer 1983-2006/Mar 01
(c) 2006 Philadelphia Newspapers Inc
File 638:Newsday/New York Newsday 1987-2006/Feb 27
(c) 2006 Newsday Inc.
File 640:San Francisco Chronicle 1988-2006/Mar 02
(c) 2006 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2006/Mar 02
(c) 2006 Scripps Howard News
File 702:Miami Herald 1983-2006/Feb 27
(c) 2006 The Miami Herald Publishing Co.
File 703:USA Today 1989-2006/Mar 01
(c) 2006 USA Today
File 704:(Portland)The Oregonian 1989-2006/Feb 26
(c) 2006 The Oregonian
File 713:Atlanta J/Const. 1989-2006/Mar 02
(c) 2006 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2006/Mar 02
(c) 2006 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2006/Mar 02
(c) 2006 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2006/Mar 01
(c) 2006 The Plain Dealer
File 735:St. Petersburg Times 1989- 2006/Mar 01
(c) 2006 St. Petersburg Times

Set	Items	Description
S1	652815	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	2744105	PRODUCT? ? OR MERCHANDI? OR GOODS OR ORDER? ? OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	102212	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	549816	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	1729466	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S6	3905083	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S7	103320	S1 AND S2
S8	2320	S3 AND S4
S9	528433	S5 AND S6
S10	9	S7 AND S8 AND S9
S11	3	S10 AND IC=(G06F? OR G06Q?)

File 350:Derwent WPIX 1963-2006/UD,UM &UP=200614
(c) 2006 Thomson Derwent

File 344:Chinese Patents Abs Jan 1985-2006/Jan
(c) 2006 European Patent Office

File 347:JAPIO Nov 1976-2005/Oct(Updated 060203)
(c) 2006 JPO & JAPIO

11/5/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2006 Thomson Derwent. All rts. reserv.

017471917 **Image available**
WPI Acc No: 2005-795596/200581
XRPX Acc No: N05-659130

Distributed order fulfillment system for business management,
automatically identifies seller against purchase order , based on
preset sourcing rules, using distributed inventory management system

Patent Assignee: I2 TECHNOLOGIES US INC (ITWO-N)
Inventor: BALAKRISHNAN S; JAIN A; MOHAPATRA D; WADAWADIGI G
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20050256787	A1	20051117	US 2001283448	P	20010411	200581 B
			US 2002119990	A	20020410	
			US 2005185169	A	20050720	

Priority Applications (No Type Date): US 2001283448 P 20010411; US
2002119990 A 20020410; US 2005185169 A 20050720

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20050256787	A1		21	G06F-017/60	Provisional application US 2001283448 Div ex application US 2002119990

Abstract (Basic): US 20050256787 A1

NOVELTY - Purchase **orders** are received from buyers for one or more **items** from sellers. An appropriate **destination** is **determined** from seller **destinations** , based on sourcing rules **specified** by a seller, and the purchase **order** is transmitted to the appropriate seller.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for distributed **order** fulfillment method.

USE - For inventory replenishment in business management.

ADVANTAGE - Results in improved **return** to assets, reduced warehouse and handing costs, reduced cost of **goods** sold, increased inventory turns, reduced **logistics** costs, decreased exposure to price protection liability and increased customer satisfaction.

DESCRIPTION OF DRAWING(S) - The figure shows a flow chart explaining replenishment planning and execution method.

pp; 21 DwgNo 3/6

Title Terms: DISTRIBUTE; **ORDER** ; SYSTEM; BUSINESS; MANAGEMENT; **AUTOMATIC**
; IDENTIFY; PURCHASE; **ORDER** ; BASED; PRESET; RULE; DISTRIBUTE; INVENTORY
; MANAGEMENT; SYSTEM

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

11/5/2 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2006 JPO & JAPIO. All rts. reserv.

07319134 **Image available**
PHYSICAL DISTRIBUTION SYSTEM

PUB. NO.: 2002-187621 [JP 2002187621 A]
PUBLISHED: July 02, 2002 (20020702)
INVENTOR(s): KIKUCHI SHOJI

APPLICANT(s): CANON INC
APPL. NO.: 2000-391296 [JP 2000391296]
FILED: December 22, 2000 (20001222)
INTL CLASS: B65G-061/00; **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To provide a physical distribution system effective in preserving the environment by making a good use of limited resource.

SOLUTION: An **order** receiver receives contents of an **order** with an information processing system 130 and a receiving and sending part 131 of an electronic store, and creates customer data, commodity data and commodity delivery distribution plan with an input part 132b of an input control part 132 to store it in a database of a memory part 133. A receipt of **order** is advised a customer after confirming the content of the **order**. A delivery center 150 is **automatically selected** according to information of any home **delivery service specified** by the customer or delivery to a store, and commodity inventory. An instruction based on a distribution plan including a delivery **destination**, a delivery data, a collection date, a collection **article pick up** location and the like is informed to the delivery center 150. The delivery center 150 delivers the commodity, collects a trade-in collection **article** on commodity delivery in the case of home **delivery service** or at a collection **pick up** location **specified** by the store in the case of store delivery. The trade-in collection **articles** are collected to a **recycle** plant 140.

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11/5/3 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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06067205 **Image available**
NETWORK TERMINAL HARDWARE MADE INTO HOME ELECTRIC **PRODUCT** AND **AUTOMATIC**
VENDING MACHINE

PUB. NO.: 11-008716 [JP 11008716 A]
PUBLISHED: January 12, 1999 (19990112)
INVENTOR(s): SUZUKA TAKUMI
APPLICANT(s): SUZUKA TAKUMI
APPL. NO.: 09-194699 [JP 97194699]
FILED: June 17, 1997 (19970617)
INTL CLASS: H04M-015/00; **G06F-017/60** ; H04M-015/16

ABSTRACT

PROBLEM TO BE SOLVED: To improve the grade of the circulation of information, service, money and property by reducing procedural burdens imposed when a user utilizes a network.

SOLUTION: A network service provider simultaneously enjoy both of a connection charge **recovery** agency service and a call termination **destination** rational **selection** service provided by a **carrier** and this terminal hardware to which a software for connecting the access point of the network provider is pre-installed is prepared. Then, the network service provider enjoys the connection charge **recovery** agency service provided by the **carrier**, guards additional value information, interrupts connection to the additional value information from the other network

service provider, measures and records the total utilization amount of the additional value information utilization of respective information providers, based on the operation information of the user, and pays a price corresponding to the total utilization amount from a money amount obtained from the **carrier** to the information provider.

Set	Items	Description
S1	652815	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	2744105	PRODUCT? ? OR MERCHANDI? OR GOODS OR ORDER? ? OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	102212	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	549816	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	1729466	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S6	3905083	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S7	103320	S1 AND S2
S8	2320	S3 AND S4
S9	528433	S5 AND S6
S10	9	S7 AND S8 AND S9
S11	3	S10 AND IC=(G06F? OR G06Q?)
S12	368920	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?)
S13	664502	INTERNET OR WEB OR ONLINE OR ON()LINE OR WEBSITE? OR WEBPA- GE? OR HOMEPAGE? OR (WEB OR HOME OR FORM) () (PAGE? OR SITE?) OR BROWSER? ? OR NETWORK OR (CLIENT OR NETWORK OR WEB) () SERVER? ?
S14	982046	S12 OR S13
S15	63	S7 AND S8
S16	26	S15 AND S6
S17	7	S16 AND S14
S18	5	S17 AND IC=(G06F? OR G06Q?)
File 350:Derwent WPIX 1963-2006/UD,UM &UP=200614 (c) 2006 Thomson Derwent		
File 344:Chinese Patents Abs Jan 1985-2006/Jan (c) 2006 European Patent Office		
File 347:JAPIO Nov 1976-2005/Oct(Updated 060203) (c) 2006 JPO & JAPIO		

18/5/1 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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016591187 **Image available**

WPI Acc No: 2004-749921/200474

XRAM Acc No: C04-263509

XRPX Acc No: N04-592491

Recycling method for recovering developer from product used on market involves recovering used developer from market, and making recovered developer usable on market

Patent Assignee: RICOH KK (RICO); MORII Y (MORI-I); SOUMA S (SOU-M-I)

Inventor: MORII Y; SOUMA S

Number of Countries: 035 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1467262	A2	20041013	EP 20046370	A	20040317	200474 B
JP 2004286854	A	20041014	JP 200376188	A	20030319	200474
US 20040250398	A1	20041216	US 2004795394	A	20040309	200482
CN 1550936	A	20041201	CN 200459571	A	20040319	200516

Priority Applications (No Type Date): JP 200376188 A 20030319

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 1467262 A2 E 39 G03G-021/10

Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LI LT LU LV MC MK NL PL PT RO SE SI SK TR

JP 2004286854 A 30 G03G-009/087

US 20040250398 A1 G03G-015/08

CN 1550936 A G03G-021/10

Abstract (Basic): EP 1467262 A2

NOVELTY - A **recycling** method in which a developer is recovered from a **product** used on the market and is processed, comprises a developer **recovery** step of recovering the used developer from the market; and a developer regeneration step of making the developer recovered in the developer **recovery** step again usable on the market.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for a **recycling** system in which used paper sheets (P1) used on the market are processed, comprising a developer removal section that has an information processing function and a communication function, and that removes a developer attached to the used paper sheets and accommodates the removed developer; and a developer processing section that has an information processing function and a communication function, and that performs **recycling** processing on the developer accommodated in the developer removal section. The developer removal section makes a determination as to the need for **recycling** processing on the developer on the basis of the amount of accommodated developer, and transmits **recycling** processing request information to the developer processing section when **determining** that there is a need for **recycling**. The developer processing section performs **recycling** processing on the developer after receiving the **recycling** processing request information from the developer removal section.

USE - For recovering a developer from a **product** used on the market.

ADVANTAGE - The inventive method enables a steady **recycling** activity performing such **recycling** that any of developers containing all kinds of **toner** including iron **toner** and all kinds of **carriers** can have an additional economical value. It can contribute to environmental protection more effectively.

DESCRIPTION OF DRAWING(S) - The figure is a diagram showing a subordinate concept of a **recycling** system.

Network (144)

Recycling processing request information (200)

Offices (E1)

Used paper sheets (P1)

Recycled paper sheets (P2)

pp; 39 DwgNo 23/30

Title Terms: **RECYCLE** ; METHOD; RECOVER; DEVELOP; **PRODUCT** ; MARKET;

RECOVER; DEVELOP; MARKET; RECOVER; DEVELOP; MARKET

Derwent Class: G08; P84; S06; T04

International Patent Class (Main): G03G-009/087; G03G-015/08; G03G-021/10

International Patent Class (Additional): G03G-021/00; **G06F-017/60**

File Segment: CPI; EPI; EngPI

18/5/2 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015570865 **Image available**

WPI Acc No: 2003-633022/200360

Method and computer readable media for managing logistics via marketing dealer

Patent Assignee: ISACC SOLUTION CO LTD (ISAC-N); KIM J W (KIMJ-I)

Inventor: KIM J W; KIM S I

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2003038632	A	20030516	KR 200326440	A	20030425	200360 B

Priority Applications (No Type Date): KR 200326440 A 20030425

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2003038632	A		1	G06F-017/60	

Abstract (Basic): KR 2003038632 A

NOVELTY - A **logistics** management method and a computer readable media therefor are provided to collect **goods** , to be purchased via various routes, e.g. an **internet** shopping mall or a home shopping broadcast, at a center, to classify the **goods** according to the **destination** area, to pack the **goods** of the same delivery area in a single package, to deliver the **goods** to a marketing dealer, and then to make the marketing dealer deliver the **goods** to a purchaser.

DETAILED DESCRIPTION - The method comprises several steps. An operation server transmits a delivery data input screen for the **goods** , **determined** to be sold, to a terminal of a seller, receives the delivery data from the seller computer, and stores the delivery data at a database(S10). The operation server transmits the first collective delivery data to a terminal of the **delivery company** , transmits the second delivery data to a terminal of a local marketing dealer, receives a customer response from the terminal of the local marketing dealer after delivering the purchased **goods** to a customer, and transmits the customer response to the terminal of the seller(S20). In a case that a **goods return** request is transmitted from the marketing dealer, the server stores the **goods return** request at a reselling **goods** list, supports exchanging **goods** among marketing dealers according to a purchase request **order** , transmits a collective **goods return** allowance signal to the terminal of the marketing dealer if a set time has passed, and notifies the terminal of the

seller of the collective **goods return** allowance(S50).
 pp; 1 DwgNo 1/10
 Title Terms: METHOD; COMPUTER; READ; MEDIUM; MANAGE; LOGISTIC; MARKET; DEAL
 Derwent Class: T01
 International Patent Class (Main): **G06F-017/60**
 File Segment: EPI

18/5/3 (Item 3 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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014344017 ****Image available****
 WPI Acc No: 2002-164720/200221
 XRPX Acc No: N02-125691

Network server **for effecting** recycling and recovery of consumer products **e.g. laser toner cartridge , sends identification information of** recycling facility and carrier service information to browser

Patent Assignee: CANON USA INC (CANO); FUTAGAMI R (FUTA-I); LARKEY B (LARK-I); SAKS A (SAKS-I); TSUNENARI T (TSUN-I)
 Inventor: FUTAGAMI R; LARKEY B; SAKS A; TSUNENARI T
 Number of Countries: 096 Number of Patents: 006
 Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200205186	A1	20020117	WO 2001US21630	A	20010710	200221 B
US 20020013744	A1	20020131	US 2000612945	A	20000710	200221
			US 2001792646	A	20010223	
AU 200173294	A	20020121	AU 200173294	A	20010710	200234
EP 1307845	A1	20030507	EP 2001952555	A	20010710	200332
			WO 2001US21630	A	20010710	
CN 1449538	A	20031015	CN 2001814190	A	20010710	200404
JP 2004503026	W	20040129	WO 2001US21630	A	20010710	200413
			JP 2002508719	A	20010710	

Priority Applications (No Type Date): US 2001792646 A 20010223; US 2000612945 A 20000710

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200205186	A1	E	88	G06F-017/60	
Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GR IE IT IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW					
US 20020013744	A1			G06F-017/60	CIP of application US 2000612945
AU 200173294	A			G06F-017/60	Based on patent WO 200205186
EP 1307845	A1	E		G06F-017/60	Based on patent WO 200205186
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR					
CN 1449538	A			G06F-017/60	
JP 2004503026	W		121	G06F-017/60	Based on patent WO 200205186

Abstract (Basic): WO 200205186 A1

NOVELTY - The **web server** (110) provides forms for receiving consumer information such as name and address of consumer, serial number data of **product** to be **recycled** and recovered and identification of the present location of the **product** through **Internet** (120). The shipping label (170) data including identification

information of **recycling facility** are **selected** irrespective of the purchasing place of **product** . .

DETAILED DESCRIPTION - The **carrier** service details are transmitted to the **browser** , based on the consumer data received by the **web server**

INDEPENDENT CLAIMS are also included for the following:

(a) **Computer program** for effecting the **return** of consumer **product** ;

(b) Apparatus and method for effecting **return** of consumer **product** in a **network** ;

(c) **Network client**

USE - For effecting **return** of consumer **products** for **recovery** and **recycling** of consumer **products** such as laser **toner cartridges** .

ADVANTAGE - A manufacturer directs the consumer **product** to be **returned** to a **destination** closer to the consumer and hence shipping cost is reduced.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram depicting elements of system to effect **return** of consumer **product** .

Web server (110)

Internet (120)

Shipping label (170)

pp; 88 DwgNo 1/15

Title Terms: **NETWORK** ; SERVE; EFFECT; **RECYCLE** ; RECOVER; CONSUME; **PRODUCT** ; LASER; **TONER** ; **CARTRIDGE** ; SEND; IDENTIFY; INFORMATION; **RECYCLE** ; FACILITY; CARRY; SERVICE; INFORMATION

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

18/5/4 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014024938 **Image available**

WPI Acc No: 2001-509152/200156

XRPX Acc No: N01-378411

Selection of goods carrier vehicles plying between several destinations avails network based information in regard to shippers , plying vehicles, individual bids made through auction for specific consignments

Patent Assignee: STI KK (STIS-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001195534	A	20010719	JP 20002039	A	20000107	200156 B

Priority Applications (No Type Date): JP 20002039 A 20000107

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001195534	A	34	G06F-019/00	

Abstract (Basic): JP 2001195534 A

NOVELTY - Networked individual users (50), manufacturers (60) avail the external service center (10) which manages several databases covering **shippers** , individual vehicles, preliminary bid information pertaining to specific consignments and the successful bid data. The information flows are mediated by the WWW server and the mail server which are further assisted by the corresponding registers.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for **selection** method of **goods carrier** vehicles.

USE - Loading rationalization of **return** trips of individual vehicles during their multideestination movements is a standard routing manoeuvre sought to be implemented by every shipping agency.

ADVANTAGE - It provides a competitive atmosphere that brings in high **order** functional efficiency and quality of service into the **goods** transparent operations.

DESCRIPTION OF DRAWING(S) - The figure shows the profile of **goods carrier** vehicle **selection** system. (Drawing includes non-English language text).

Service center (10)
Individual user (50)
Manufacturer (60)
pp; 34 DwgNo 2/44

Title Terms: **SELECT** ; **GOODS** ; CARRY; VEHICLE; PLY; **DESTINATION** ;
NETWORK ; BASED; INFORMATION; SHIPPING; PLY; VEHICLE; INDIVIDUAL; BID;
MADE; THROUGH; AUCTION; SPECIFIC

Derwent Class: T01

International Patent Class (Main): **G06F-019/00**

International Patent Class (Additional): **G06F-012/00** ; **G06F-017/60**

File Segment: EPI

18/5/5 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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06067205 **Image available**

NETWORK TERMINAL HARDWARE MADE INTO HOME ELECTRIC **PRODUCT** AND AUTOMATIC VENDING MACHINE

PUB. NO.: 11-008716 [JP 11008716 A]
PUBLISHED: January 12, 1999 (19990112)
INVENTOR(s): SUZUKA TAKUMI
APPLICANT(s): SUZUKA TAKUMI
APPL. NO.: 09-194699 [JP 97194699]
FILED: June 17, 1997 (19970617)
INTL CLASS: H04M-015/00; **G06F-017/60** ; H04M-015/16

ABSTRACT

PROBLEM TO BE SOLVED: To improve the grade of the circulation of information, service, money and property by reducing procedural burdens imposed when a user utilizes a **network** .

SOLUTION: A **network** service provider simultaneously enjoy both of a connection charge **recovery** agency service and a call termination **destination** rational **selection** service provided by a **carrier** and this terminal hardware to which a software for connecting the access point of the **network** provider is pre-installed is prepared. Then, the **network** service provider enjoys the connection charge **recovery** agency service provided by the **carrier** , guards additional value information, interrupts connection to the additional value information from the other **network** service provider, measures and records the total utilization amount of the additional value information utilization of respective information providers, based on the operation information of the user, and pays a price corresponding to the total utilization amount from a money amount obtained from the **carrier** to the information provider.

EIC 3600

Dialog Search

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JMB

02-Mar-06

Set	Items	Description
S1	535160	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	966180	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	103691	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	395585	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	890890	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S6	182193	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S7	1859550	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S8	27690	S1(5N)S2
S9	2397	S3(15N)S4
S10	151249	S7(7N) (S5 OR S6)
S11	81	S9(S)S10
S12	10	S11(S)S8
S13	7	S12 AND IC=(G06F? OR G06Q?)

? show files

File 348:EUROPEAN PATENTS 1978-2006/Feb W03

(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060223,UT=20060216

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13/3,K/1 (Item 1 from file: 349)
 DIALOG(R)File 349:PCT FULLTEXT
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01213391

**ENHANCED PARIMUTUEL WAGERING
 PARI DU TYPE PARI MUTUEL AMELIORE**

Patent Applicant/Assignee:

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 (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

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HARTE Marcus, 389 Garretson Road, Bridgewater, NJ 08807, US, US
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Legal Representative:

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 10004, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200519986 A2 20050303 (WO 0519986)

Application: WO 2004US25434 20040806 (PCT/WO US04025434)

Priority Application: US 2003640656 20030813

Designated States:

(All protection types applied unless otherwise stated - for applications
 2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
 DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
 LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
 RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
 (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
 SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 182513

Main International Patent Class (v7): **G06F**

Fulltext Availability:

Detailed Description

Detailed Description

... units invested in each of the plurality of defined states during each
 trading' period, finalized **returns** at the end of each trading period.;
 and (d) determining.'responsive to an identification of...Operatio
 (a) Termination Criteria: In a preferred embodiment of a method of the
 present invention, **returnsto** investments in the plurality of defined
 states are allocated (and in another embodiment for DBAR digital options,
 investment amounts are **determined**) after the fulfillment of one or more
 predetermined termination criteria. In preferred embodiments, these
 criteria...Market Data Server: Real-time market data may be provided to
 support frequent calculation of **returns** and to ascertain the outcomes
 during the to observation-periods.

(g) Real-Time Calculation Engine...

13/3,K/2 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00941465 **Image available**

METHOD AND APPARATUS FOR EFFICIENT PACKAGE DELIVERY AND STORAGE
METHODE ET DISPOSITIF DE LIVRAISON ET DE STOCKAGE EFFICACES DE PAQUETS

Patent Applicant/Inventor:

BLOOM Gregg, 4525 Bouhainvilla Drive, #1, Lauderdale by the Sea, FL 33308
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Legal Representative:

PASSLER Mark D (agent), Akerman, Senterfitt & Eidson, P.A., P.O. Box
3188, West Palm Beach, FL 33402-3188, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200275493 A2 20020926 (WO 0275493)

Application: WO 2002US7886 20020315 (PCT/WO US0207886)

Priority Application: US 2001810903 20010316; US 2001864797 20010524

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI
SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 97495

Main International Patent Class (v7): **G06F**

Fulltext Availability:

Detailed Description

Detailed Description

... package at a retailer fulfillment site, with the bulk delivered
package containing at least one **item** organized for a specific
recipient. The specified destination centralized pickup location or the
destination local...

...can further include creating a bulk delivered CDC outbound package
consisting of at least one **item** destined for a recipient at a specified
destination centralized pickup location or a specified address...loading
the bulk delivered packages randomly into an automated system of storage
locker bins, the **automated** system of storage locker bins enabling
self-service retrieval of the bulk delivered packages by...

...bulk delivered packages. The coordinated workers can unload the bulk
delivered packages from a cargo **carrier** into the **destination**
centralized pickup location. Unloading the bulk delivered packages from a
cargo **carrier** can include, unloading the bulk delivered packages into a
secured area within the **destination** centralized pickup location, the
secured area having a first region accessible by all 15 **shippers**
and/or a second region restricted to a specific shipper.

The delivery step of the...bulk delivered package, an identifier of a
grouping of bulk delivered packages organized by a **destination**

centralized pickup location identifier, an identifier of a cargo **carrier**, an employee identifier, and an identifier of a storage locker bin of the automated system...

...delivered package at the destination centralized pickup location. The efficiency of I 0 distributing the **item** through no more than two distribution facilities can be realized by a shipper when distributing the item within a single country. In some cases the efficiency of distributing the **item** through no more than two distribution facilities can also be realized in distributing an **item** from one country to another.

The delivering step can further include packing the bulk delivered... 1170, serving as both an origination RDC and a destination RDC for those cases of **items** from the RDC sort conveyor (I 8) to a local market sort conveyor (24). The...conveyor can move cases onto the local market sort conveyor (24). Alternately, in another embodiment, **automated** sorting equipment can be used to direct the flow of cases from the unloading section...conveyor(24).

In the situation where the RDC Id matches the value of the current **destination** RDC 1180-1, the Local Market Sort Program (326) can evaluate the Local Market Id...all cases of product from nearby retailers and sorting and forwarding those cases onto their **destination** RDC's. Another main purpose a **shipper**'s RDC can serve can be as a **destination** RDC -- creating bulk delivered packages for recipients from the cases of ordered items received from...1228, the value of the current CDC Id of the packing station (45), the ePD **Shipper** Id and RDC Id values of the current **destination** RDC 1 1 8 0- 1, the Packing Employee Id of the Copen". The Package...

13/3,K/3 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00871078 **Image available**

SYSTEM AND METHODS TO EFFECT RETURN OF A CONSUMER PRODUCT

SYSTEMES ET PROCEDES POUR EFFECTUER LE RENVOI D'UN PRODUIT DE CONSOMMATION

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Inventor(s):

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200205186 A1 20020117 (WO 0205186)

Application: WO 2001US21630 20010710 (PCT/WO US0121630)

Priority Application: US 2000612945 20000710; US 2001792646 20010223

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS

LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 13868

Main International Patent Class (v7): **G06F-017/60**

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... information has been entered and received
by the Web server, the Web server selects a **product**
return **destination** for the consumer **product**, and a
carrier service that will handle the transport (S240).
Generally, the **Web server** 110 will **determine** the
destination of the product in accordance with the
product type sending the product to a facility at which
it may be processed. For example, in the case of a
laser **toner cartridge** being **returned** for recycling, a
destination will be chosen at which the recycling can
be done. The...

...of all available
destinations, their locations and their processing
capabilities, and is accessed by the **Web server** 110 in
determining the destination for a particular product.

Also maintained in the database server 150 is a list of
all carrier services, and their charges for **specified**
transports. The **Web server** 110 accesses this
information as well, to determine which carrier service
is the most economical, given the nature of the **product**
to be **returned** (such as its weight and dimensions) and
the pick-up and delivery points. Preferably, the...
...150 is updated periodically, to reflect
changes in rates, newly negotiated contracts, etc,
once a **destination** and a **carrier** service are **selected**,
the **Web server** generates shipping label data (S250).

The shipping label data include data sufficient for the
client...consumer,

If the request was a label request, the server selects
a destination for the **product** to be **returned**, based
upon the **product** type and the consumer location
(S1137); determines if the selected destination is
available (S1137) and...

...juncture contact the servers of
multiple carriers to obtain a rate quote from. each, and
select automatically the **carrier** which it **determines** is
offering the most favorable rate.

The selection of the product **destination** in S1137 is
5 made by the manufacturer server on the basis of

specified rules...
 ...exclamation mark).e., the point
 of origin of the parcel) and the nature of the **product**
 being **returned** . For example, the rules may specify
 10 that all products of type A that are...

Claim

1 A network server, for effecting the **return** of
 a consumer **product** , the network server being adapted
 to:
 (a) present to a client located on the
 network...
 ...or more form pages adapted to elicit
 consumer information including an identification of the
 consumer **product** to be **returned** and an identification
 of the present location of the consumer product;
 (b) receive the consumer...
 ...and
 (c) transmit to the client shipping label
 data which includes an identification of a **destination**
 for the consumer product and of a **carrier** service, the
destination being selected in accordance with the
 consumer information and without regard to where the
 consumer product was purchased.
 2e The network server according to claim 1, the
network server being further adapted to **select** the
 carrier service shortly before transmitting the client
 shipping label, based on factors including current...

13/3,K/4 (Item 4 from file: 349)
 DIALOG(R)File 349:PCT FULLTEXT
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00806389

SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
 (Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Boulevard, Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
 2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139082 A2 20010531 (WO 0139082)

Application: WO 2000US32228 20001122 (PCT/WO US0032228)

Priority Application: US 99447625 19991122; US 99444889 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
 prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
 HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
 NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 152479

Main International Patent Class (v7): **G06F-017/16**

Fulltext Availability:

Detailed Description

Detailed Description

... is adapted for automatically dispensing information, goods and services to a customer on a self- **service** basis including a central data **processing center** in which information on services offered is stored. Self-service information sales terminals are remotely...

...on goods and services desired, to transmit to customers information on the desired goods or **services** from the central data **processing center**, to take orders for goods.

or **services** from customers and transmit them for processing to the central data **processing center**, to accept payment, and to deliver goods or services in the form of documents to...someday be carried out over computer networks by allowing a customer to place orders for **goods** and services directly with an online service. By way of example, even today, food orders...

13/3,K/5 (Item 5 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF

PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDÉE SUR LE RESEAU ET PROCÉDÉ ASSOCIÉ

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US

(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139029 A2 20010531 (WO 0139029)

Application: WO 2000US32309 20001122 (PCT/WO US0032309)

Priority Application: US 99444655 19991122; US 99444886 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ

UA UG UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 157840

Main International Patent Class (v7): **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... of valuable, non-obvious information from a large collection of data and centers on the **automated** discovery of new facts and underlying relationships in the data. The term "data mining" comes...a subsequent page or pages, advertisement information which relates to at least one of the **items**
163
displayed for purchase are displayed in operation 6103. Figure 62 provides more detail of...

13/3,K/6 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806382

METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE

PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 1400
Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139028 A2 20010531 (WO 0139028)

Application: WO 2000US32308 20001122 (PCT/WO US0032308)

Priority Application: US 99444773 19991122; US 99444798 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV
MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 170977

Main International Patent Class (v7): **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... deployment of SONET rings results in cost savings since it is far less expensive for **carriers** to install a fiber ring then to deploy point-to-point links. Consider, for example...changes to create efficiency based on consolidation of processes, as well as measurement tools to **determine** the success of such consolidation. The network architecture roadmap and business blueprint will act as...is allowed to enter queries for help in installing or using the sponsor/vendor's **product**. As an optional promotional service, upon termination of the on-line help session, access...of a web application to communicate in an audio fashion in-band without having to **pick** up another telephone. Users can click a button and go to a call center through...taking into account handling costs, the total weight of the items, the distance to final **destination** of the items, and the corresponding charges of the **shipping provider**. An estimate of the delivery date may also be given. It should be noted that...may also be for a limited duration and extendable, so that the entity marketing the **product** can charge a periodic fee (for example, annually) for use of the software product. Or ...to use the software product concurrently.

This is called "concurrent licensing". In these environments, a **computer**

program, acting as "librarian" and running on a computer node designated as a license server, is...

13/3,K/7 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00781876

SEARCH TOOL, SYSTEM AND METHOD**PROCEDE, SYSTEME ET OUTIL DE RECHERCHE**

Patent Applicant/Assignee:

MEDICAL DATA SERVICES GMBH, An der Alten Ziegelei 20, 48157 Munster, DE,
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US)

Patent Applicant/Inventor:

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19406, US, US (Residence), DE (Nationality), (Designated only for: US)

Legal Representative:

GIDDINGS Peter John (agent), GlaxoSmithKline, Corporate Intellectual
Property (CN9.25.1), 980 Great West Road, Brentford, Middlesex TW8 9GS,
GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200115010 A2-A3 20010301 (WO 0115010)

Application: WO 2000EP8303 20000824 (PCT/WO EP00008303)

Priority Application: GB 9920279 19990826

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

US

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Filing Language: English
Fulltext Word Count: 6791

Main International Patent Class (v7): **G06F-017/30**
Fulltext Availability:
Claims

Claim

... material for patients or physicians related to the current query or queries could also be **returned**, for example **items** for purchase such as relevant books, etc., and links to guidelines, experts, etc., as is... for transmission to a remote search engine, the search 5 definition comprising a set of **selected** information from the case file. By **automatically** incorporating case related information, more highly targeted information can be returned for a given query...

...system relate to computer program products for implementing the form handling system and the source, **destination** and repository stations. Such computer program products can be provided on a suitable **carrier** medium, for example a data storage medium such as an optical, magnetic or electro-optical...

Set	Items	Description
S1	417557	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	2098433	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	38145	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	314473	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	1782445	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S6	3311899	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S7	36113	S1(S)S2
S8	1424	S3(S)S4
S9	271734	S5(S)S6
S10	0	S7 AND S8 AND S9
S11	413199	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) () SERVER? ?
S12	36154	S11(S)S6
S13	300589	S9 OR S12
S14	30	S13 AND S8
S15	8	S14 AND S2
S16	0	S15 AND S1
S17	25	S14 NOT PY>2000
S18	24	RD (unique items)
File	2:INSPEC	1898-2006/Feb W3 (c) 2006 Institution of Electrical Engineers
File	35:Dissertation Abs Online	1861-2006/Feb (c) 2006 ProQuest Info&Learning
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18/5/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
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07855831 INSPEC Abstract Number: C2001-04-1290H-004

Title: Determining rail fleet sizes for shipping automobiles
Author(s): Sherali, H.D.; Maguire, L.W.
Author Affiliation: Dept. of Ind. & Syst. Eng., Virginia Polytech. Inst. & State Univ., Blacksburg, VA, USA
Journal: Interfaces vol.30, no.6 p.80-90
Publisher: Inst. Oper. Res. & Manage. Sci,
Publication Date: Nov.-Dec. 2000 Country of Publication: USA
CODEN: INFAC4 ISSN: 0092-2102
SICI: 0092-2102(200011/12)30:6L:80:DRFS;1-G
Material Identity Number: I235-2001-001
U.S. Copyright Clearance Center Code: 0092-2102/2000/3006/080/\$05.00
Language: English Document Type: Journal Paper (JP)
Treatment: Theoretical (T)
Abstract: Automobile manufacturers (**shippers**) provide railroad companies with annual forecasts of their monthly shipping volumes from various origins to different **destinations** . The railroad companies (**carriers**) jointly operate pools of railcars to transport automobiles. Each pool comprises equipment of a particular type and serves one or more **shippers** . RELOAD, a fleet management group within TTX (an independent company), manages the repositioning of empty railcars of each type for the **carriers** . The problem is to **determine** the smallest fleet size that will provide adequate service. The parties involved have settled on a coordinated use of static and **dynamic** fleet-sizing models along with appropriate correction factors to recommend the number of railcars of each type that should be acquired for any year. The approach incorporates such operating realities as queue times, forecast accuracy, and daily demand variability. By using this process, the railroad companies have reduced equipment commitments, saving over half a billion dollars annually. (10 Refs)
Subfile: C
Descriptors: minimisation; operations research; queueing theory; railways ; transportation
Identifiers: rail fleet size determination; automobile manufacturers; RELOAD; fleet management group; TTX; empty railcar repositioning; correction factors; queue times; forecast accuracy; daily demand variability
Class Codes: C1290H (Systems theory applications in transportation); C1180 (Optimisation techniques); C1140C (Queueing theory)
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18/5/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC
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07703433 INSPEC Abstract Number: B2000-10-6250F-223, C2000-10-5620W-071

Title: MYMAR, a new mobile yellow page messaging and retrieval, the advent of the local wireless Internet

Author(s): Elhakeem, A.K.
Author Affiliation: Dept. of Electr. & Comput. Eng., Concordia Univ., Montreal, Que., Canada
Conference Title: 2000 Canadian Conference on Electrical and Computer Engineering. Conference Proceedings. Navigating to a New Era (Cat. No.00TH8492) Part vol.2 p.1014-17 vol.2
Editor(s): Creighton, R.W.; Ilow, J.

Publisher: IEEE, Piscataway, NJ, USA
Publication Date: 2000 Country of Publication: USA 2 vol.
(xliiii+1211) pp.

ISBN: 0 7803 5957 7 Material Identity Number: XX-2000-01364
U.S. Copyright Clearance Center Code: 0 7803 5957 7/2000/\$10.00
Conference Title: 2000 Canadian Conference on Electrical and Computer Engineering Conference Proceedings. Navigating to a New Era
Conference Sponsor: IEEE Canada; IEEE Canadian Atlantic Sect
Conference Date: 7-10 March 2000 Conference Location: Halifax, NS, Canada

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); New Developments (N); Practical (P)

Abstract: The reallocation of point to point microwave systems operating in many bands in the GHz region to fiber optic, satellite or other frequencies has paved the way to new frontiers, whereby both fixed and mobile personal communications and miscellaneous commercial applications would be accommodated. However, mutual interference and frequent outages may be so destructive and not known nor predictable in advance especially during the migration process for mobile applications in these LOS based UL bands. We envision new distributed access communications systems without: base stations, cellular structure, backbone PSTN, or otherwise, operating in these unlicensed bands. This entails the design of new modulation, access, and routing techniques. A multitude of modulation, TDMA, slow frequency hopping, direct sequence, **carrier** sense, adaptive and GPS driven **dynamic** routing techniques, the most effective spanning tree algorithms, and configurations will be devised to provide frequency and space agility, adequate error performance and to alleviate network congestion. Roaming and forwarding data base optimization are important items for research as well. The major application herein is MYMAR, a new mobile yellow page messaging and retrieval system. In this system, hotels, restaurants, all kinds of road services, hospitals, police, stores... all faces of activities would transmit their GPS location followed by a short commercial message, and the region digital map to travelers, dwellers...etc., to enable them to quickly **determine** the locations of intended services and easily guide them easily to **destination**. The receiver detects all such messages, stores, and sorts them by activity for subsequent retrieval, via a user friendly, voice recognition based command system. Services include short messaging, paging, SOS, transportation fleet management commands, among other non-real time 2 way services. The distributed and inherently broadcast wireless environment and the service type (non-real time) shapes the modulation, access, routing...etc. techniques. (0 Refs)

Subfile: B C

Descriptors: Global Positioning System; information retrieval; Internet; microcellular radio; paging communication; personal communication networks; radio networks; spread spectrum communication

Identifiers: mobile yellow page messaging; mobile yellow page retrieval; local wireless Internet; MYMAR; mobile personal communications; mutual interference; LOS based UL bands; distributed access communications systems; unlicensed bands; modulation; adaptive routing; access techniques; modulation; TDMA; slow frequency hopping; direct sequence; carrier sense; GPS driven dynamic routing; spanning tree algorithms; space agility; frequency agility; forwarding data base optimization; roaming; short commercial message; digital map; voice recognition based command system; short messaging; paging; transportation fleet management commands; broadcast wireless environment; microcells

Class Codes: B6250F (Mobile radio systems); B6210L (Computer communications); B6250G (Satellite communication systems); B6330 (Radionavigation and direction finding); C5620W (Other computer networks); C7210N (Information networks)

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18/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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05980821 INSPEC Abstract Number: C9508-4230M-005

Title: Wire-free computing circuits using optical wave-casting

Author(s): Sakurai, S.; Aoki, T.; Higuchi, T.

Author Affiliation: Graduate Sch. of Inf. Sci., Tohoku Univ., Sendai, Japan

p.8-13

Publisher: IEEE Comput. Soc. Press, Los Alamitos, CA, USA

Publication Date: 1995 Country of Publication: USA xii+296 pp.

ISBN: 0 8186 7118 1

U.S. Copyright Clearance Center Code: 0 8186 7118 1/95/\$04.00

Conference Title: Proceedings 25th International Symposium on Multiple-Valued Logic

Conference Sponsor: IEEE Comput. Soc. Tech. Committee on Multiple-Valued Logic; Indiana Univ.; IEEE Comput. Soc

Conference Date: 23-25 May 1995 Conference Location: Bloomington, IN, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Practical (P)

Abstract: This paper presents wire-free computing circuits using optical wave-casting to provide a solution to the interconnection problems in parallel processing. The "wave-casting" implies wire-free communication scheme, where intensity-modulated optical signals are employed as information **carriers** and their frequencies represent the information in the system. In wavecasting-based parallel processing, each processing element broadcasts its output at its unique frequency. The frequencies thus produced are multiplexed in free space, and are **selectively** received at the **specified destination** to achieve wire-free communication among the processing elements. This paper discusses the design of wire-free logic circuits based on this principle and its application to a fully parallel visual processing system. (6 Refs)

Subfile: C

Descriptors: logic circuits; multiprocessor interconnection networks; parallel processing

Identifiers: wire-free computing circuits; optical wave-casting; interconnection problems; parallel processing; information carriers; wire-free logic circuits; fully parallel visual processing system

Class Codes: C4230M (Multiprocessor interconnection); C5440 (Multiprocessing systems); C5120 (Logic and switching circuits)

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18/5/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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05793162 INSPEC Abstract Number: C9411-1290F-108

Title: Equipment selection and machine scheduling in general mail facilities

Author(s): Jarrah, A.I.Z.; Bard, J.F.; deSilva, A.H.

Author Affiliation: American Airlines Decision Technol., DFW Airport, TX, USA

Journal: Management Science vol.40, no.8 p.1049-68

Publication Date: Aug. 1994 Country of Publication: USA

CODEN: MSCIAM ISSN: 0025-1909

U.S. Copyright Clearance Center Code: 0025-1909/94/4008/1049\$01.25

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P); Theoretical (T)

Abstract: With the goal of fiscal self-sufficiency, the United States Postal Service (USPS) has embarked upon a 10-year program manages and processes the mail. At the heart of this effort is the goal of **automating** virtually all of the letter mail by 1995. This means reading, sorting, and then sequencing each mail piece to the order in which it will be delivered by the carrier with only a minimum of manual labor. In support of this goal, a series of long-term planning models has been developed to help **select** equipment and plan for its use at the more than 250 **general** mail **facilities** (GMF) throughout the nation. This paper reports on one of the central studies underlying this effort. Because of the size and complexity of the facility design problem, a hierarchical approach was followed. Three interrelated models were developed starting with a mixed integer linear program to derive equipment needs and initial machine schedules. The latter are post-processed in two stages to produce implementable schedules that reflect current practice. An auxiliary linear program and a heuristic were constructed for this purpose. The models and analysis conducted are demonstrated with data obtained from the Providence GMF. The results **indicate** that near optimal solutions can be found quite efficiently and are expected to lead to substantial savings over the 10-year planning horizon. (18 Refs)

Subfile: C

Descriptors: linear programming; management science; postal services; scheduling

Identifiers: equipment selection; machine scheduling; general mail facilities; fiscal self-sufficiency; United States Postal Service; long-term planning models; facility design problem; hierarchical approach; mixed integer linear program

Class Codes: C1290F (Industry); C1180 (Optimisation techniques); C3320B (Postal services)

18/5/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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05721696

Title: Tracking pieces of freight (freight management bar codes)

Author(s): Newton, J.

Author Affiliation: Computype, Hull, UK

Journal: ID Systems European Edition vol.2, no.3 p.32-3

Publication Date: June-July 1994 Country of Publication: USA

CODEN: ISEEEE

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Bar code-based data collection systems help **transport companies** provide real-time customer service. These **automated** data collection systems simplify the complex task of freight management. Labels printed with bar codes can be attached to a container and/or individual items within a container. The company handling the freight can **choose** the precise information it would like a label to carry. These bar code labels are read, using handheld scanners, at various points in the item's journey. The intervals, **decided** by the freight handling company, are likely to be when the item of freight is first loaded into its container, when it leaves the original location, when it arrives at certain points along its route, and when it reaches its final **destination**. The portable data capture unit feeds the collected information back to a computer database. Not only is finding freight made easy, but management reports can be produced at any time, giving the freight handling company **instant** access to information

that will help it improve the efficiency of its service. (0 Refs)

Subfile: D

Descriptors: bar codes; database management systems; goods distribution; mark scanning equipment; real-time systems

Identifiers: bar code-based data collection systems; transport companies; real-time customer service; automated data collection systems; freight management; bar code labels; handheld scanners; freight handling company; portable data capture unit; computer database; management reports; instant access

Class Codes: D2090 (Leisure industry, travel and transport); D2140 (Marketing, retailing and distribution); D5030 (Printers and other peripherals); D2080 (Information services and database systems)

18/5/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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05484061 INSPEC Abstract Number: C9311-3320B-001

Title: Design of semi-automated mail processing facilities

Author(s): Bard, J.F.; Desilva, A.; Feo, T.A.; Wert, S.D.

Author Affiliation: Coll. of Eng., Texas Univ., Austin, TX, USA

Journal: IIE Transactions vol.25, no.4 p.88-101

Publication Date: July 1993 Country of Publication: USA

CODEN: IIETDM ISSN: 0740-817X

U.S. Copyright Clearance Center Code: 0740-817X/93/\$3.00+.00

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P); Theoretical (T)

Abstract: Presents a two-level approach to designing and analyzing semi-automated mail processing facilities. The strategic issues related to equipment selection and capacity expansion are examined at the upper level with the help of a large scale mixed integer linear program. The general formulation is characteristic of a multistage, multicommodity network, and contains over 7500 variables and 6500 constraints. Solutions provide input to a SLAM-based simulation model that is used to investigate operational issues related to resource scheduling, service standards, and growth in mail volume. The Northern Virginia Area facility serves as the baseline for the study. Results are presented for a proposed system embodying a host of new concepts and equipment. The first is an upgraded multi-line optical character reader (MLOCR) which is capable of scanning the entire address field, looking up a corresponding 11-digit ZIP code in a national directory, and barcoding the envelope accordingly. The second is a remote video encoding system (RVES) which will perform the same functions as the MLOCR, but with an operator at a console to process handwritten addresses. With this new equipment, it will be possible to sequence almost 80 percent of the letter mail to the order in which it is delivered by the carrier. This is expected to reduce the amount of in-office activity by up to 45 percent, and save over \$6 billion a year when implemented nationwide. (22 Refs)

Subfile: C

Descriptors: integer programming; linear programming; operations research; postal services

Identifiers: semi-automated mail processing facilities; two-level approach; equipment selection; capacity expansion; large scale mixed integer linear program; multistage multicommodity network; SLAM-based simulation model; resource scheduling; service standards; Northern Virginia Area; multi-line optical character reader; 11-digit ZIP code; national directory; barcoding; remote video encoding system

Class Codes: C3320B (Postal services); C1180 (Optimisation techniques); C1290F (Industry)

18/5/7 (Item 7 from file: 2)
DIALOG(R)File 2:INSPEC
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04977237 INSPEC Abstract Number: B91067166

Title: Superconducting magnetically levitated carrier-a commuting solution
Author(s): Briggs, B.M.; Oman, H.
Author Affiliation: Boeing Aerosp. & Electron., Seattle, WA, USA
Conference Title: Proceedings of the 25th Intersociety Energy Conversion Engineering Conference p.419-24 vol.3
Editor(s): Nelson, P.A.; Schertz, W.W.; Till, R.H.
Publisher: AIChE, New York, NY, USA
Publication Date: 1990 Country of Publication: USA 6 vol.
(xvii+603+x+449+xi+520+x+470+x+590+x+473) pp.

ISBN: 0 8169 0490 1

Conference Sponsor: IEEE; ANS; SAE; AIAA; ASME; AIChE: ACS

Conference Date: 12-17 Aug. 1990 Conference Location: Reno, NV, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: Communication management, a system-engineering tool that produced an efficient telephone communication technology, is applied to the problem of reducing commuting time. The best option seems to be a magnetically levitated **carrier** of two-passenger, battery-powered, personally owned local-travel cars. A commuter drives the battery powered vehicle to a station, **selects a destination**, boards a waiting **carrier**, and enters an accelerating ramp. The **computer control selects** the optimum high-speed-trunk route, considering existing and forecast traffic, assigns a travel slot, and orders switching-station actions that implement the routing. The cost of the superconducting magnetically levitated **carriers** and trunk lines could be less than 6 cents per mile traveled by the commuter, since the expensive facilities are used for only a few minutes during each commute. (8 Refs)

Subfile: B

Descriptors: magnetic levitation; superconducting magnets

Identifiers: battery powered car; commuting; magnetically levitated carrier; accelerating ramp; computer control; high-speed-trunk route; switching-station; superconducting magnetically levitated carriers

Class Codes: B8520 (Transportation); B3240E (Superconducting coils and magnets)

18/5/8 (Item 8 from file: 2)
DIALOG(R)File 2:INSPEC
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04350479 INSPEC Abstract Number: A89040251, C89025095

Title: Shielded canister transporter equipment acceptance test operations
Author(s): Kee, A.T.; Swannack, D.L.
Author Affiliation: Nuclear Packaging Inc., Federal Way, WA, USA
Conference Title: Waste Management '88: Waste Processing, Transportation, Storage and Disposal. Technical Programs and Public Education p.965-74
Editor(s): Post, R.G.
Publisher: Univ. Arizona, Tucson, AZ, USA
Publication Date: 1988 Country of Publication: USA 2 vol.
(xiii+1049+xi+1052) pp.
Conference Sponsor: ANS; ASME; EPRI; et al
Conference Date: 28 Feb.-3 March 1988 Conference Location: Tucson, AZ, USA
Language: English Document Type: Conference Paper (PA)
Treatment: Theoretical (T)

Abstract: The Defense Waste **Processing Facility** (DWPF) processes high level waste at the Savannah River Plant (SRP) by vitrifying the waste and placing it in stainless steel canisters for long term storage. The shielded canister **transporter** (SCT) is a diesel powered mobile rubber tired self-propelled vehicle which transports the canisters from the DWPF **processing facility** to the on-site waste storage building. The SCT has a system of **automatic** programmable logic controls (PLC) which provides operational handling control with a shielded transfer cask and associated canister positional equipment. The acceptance test activities of this handling system involved demonstrating a full operational verification of all logic sequences for complete load and unload cycles. The check out tests were performed at the fabrication facility in a manner that demonstrated **automated** canister grapple, transfer and hoisting operations while verifying all safety interlocks. These included removal of the shielded storage access plug, CCTV monitoring to document the **chosen** canister serial number, assurance of the proper waste handling transfer positions, grapple attachment to the canister, transport of the waste container between facilities, depositing of the canister in a storage cell and replacing the storage area shielding plug. (0 Refs)

Subfile: A C

Descriptors: computerised materials handling; radioactive waste; transportation; waste disposal

Identifiers: Defense Waste Processing Facility; DWPF; high level waste; Savannah River Plant; stainless steel canisters; long term storage; shielded canister transporter; on-site waste storage building; automatic programmable logic controls; operational handling control; shielded transfer cask; acceptance test; automated canister grapple; hoisting operations; safety interlocks; CCTV monitoring; waste handling transfer positions; storage cell

Class Codes: A2875 (Radioactive waste, transportation, disposal, storage, treatment); C3320 (Materials handling); C7420 (Control engineering)

18/5/9 (Item 9 from file: 2)

DIALOG(R) File 2:INSPEC

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03762061 INSPEC Abstract Number: D86002881

Title: Road and mileage information from databases helps truckers and shippers check their costs

Journal: Communications News vol.23, no.9 p.81

Publication Date: Sept. 1986 Country of Publication: USA

CODEN: CMUNA9 ISSN: 0010-3632

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: Information-age technology has helped many trucking and **shipping companies** handle information needed for the calculation of fuel and time costs. Two programs, Compu.Guide (tariff mileage calculation) and Compu.Map (**computerised** routing) are one method of handling this data. They are offered over the Compuserve data network under the auspices of Dial-a-Mile, which is marketed by **Logistics** Systems of Massachusetts. The mileage calculation program contains the information to **determine** the household goods mileages between more than 74000 points in the US and Canada. The **computerized** routing program is based on information from the official state highway maps. The program actually plots a course between the origin and **destination** cities. (0 Refs)

Subfile: D

Descriptors: goods dispatch data processing; software packages; transportation

Identifiers: trucking companies; databases; shipping companies;
Compu.Guide; tariff mileage calculation; Compu.Map; computerised routing;
Compuserve data network; Dial-a-Mile; Logistics Systems

Class Codes: D2070 (Industrial and manufacturing); D2080 (Information services and database systems); D2140 (Marketing, retailing and distribution)

18/5/10 (Item 10 from file: 2)

DIALOG(R)File 2:INSPEC

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03579698 INSPEC Abstract Number: D86000384

Title: Presort for postage savings

Journal: Administrative Management vol.46, no.12 p.53

Publication Date: Dec. 1985 Country of Publication: USA

CODEN: ADMAAF ISSN: 0884-5905

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A); General, Review (G)

Abstract: The US Postal Service (USPS) has installed high-speed, **automated** mail sorting equipment at many of its **processing centers** throughout the country. This equipment operates most efficiently when mail is properly addressed and includes ZIP Codes. When mailers presort their mail by those codes, the USPS shares its cost savings by offering discounts. Users can presort mail to geographical areas, individual addresses, or **carrier** routes. The more completely mail is sorted, the greater the discount. Use your computer to **determine** whether your company should presort mail by preparing a savings versus cost analysis. Besides saving money for users presorted mail bypasses several mail handling steps in the post office, so it reaches customers and vendors faster. Many users who have converted to presorting have found another benefit. Their lists are 'cleaner', so there are fewer undeliverable pieces and less wasted postage. (0 Refs)

Subfile: D

Descriptors: mailing systems

Identifiers: mail presort; postage savings; US Postal Service; USPS;
automated mail sorting equipment; ZIP Codes

Class Codes: D3025 (Mailroom systems)

18/5/11 (Item 11 from file: 2)

DIALOG(R)File 2:INSPEC

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03286189 INSPEC Abstract Number: C84033247

Title: Computer for unmanned car system to transfer works between different processes

Author(s): Shimokawa, T.

Journal: Shinko Electric Journal vol.28, no.3 p.14-15

Publication Date: 1983 Country of Publication: Japan

CODEN: SHDED7 ISSN: 0386-4146

Language: Japanese Document Type: Journal Paper (JP)

Treatment: Applications (A); Practical (P)

Abstract: An unmanned interprocess **carrier** system for factory **automation** is described which is used to transport nonferrous metal products from one process station to another. The system moves the **carrier** along the path programmed and allows product types and numbers to be **specified** through the keyboard. The running monitor displays the **carrier destination**. (4 Refs)

Subfile: C

Descriptors: computerised materials handling
Identifiers: computerised materials handling; unmanned car system;
unmanned interprocess carrier system; factory automation; running monitor
Class Codes: C3320 (Materials handling); C7420 (Control engineering)

18/5/12 (Item 12 from file: 2)

DIALOG(R)File 2:INSPEC

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03064797 INSPEC Abstract Number: B83035541

Title: A switch in the resale direction

Journal: Telephone Engineer and Management vol.87, no.6 p.64-6

Publication Date: 15 March 1983 Country of Publication: USA

CODEN: TPMAW ISSN: 0040-263X

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A); Practical (P)

Abstract: Describes a switch **chosen** by Communications Marketing Co. (CMC) for their resale telephone network. At the heart of the network are two D1205 tandem switches, manufactured by Harris Corp. Utilising **automatic route selection**, the switch has the ability to **select** 44 different common **carriers** on the basis of **destination** and time of day. The switch interfaces with a microcomputer-based report generating system developed by CMC. (0 Refs)

Subfile: B

Descriptors: telephone networks; telephone switching equipment

Identifiers: microcomputer; Communications Marketing Co.; CMC; telephone network; D1205 tandem switches; Harris Corp; **automatic route selection**; common carriers; report generating system

Class Codes: B6230B (Electronic telephone exchanges)

18/5/13 (Item 13 from file: 2)

DIALOG(R)File 2:INSPEC

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02861551 INSPEC Abstract Number: C82021719

Title: Suspension monorails control and serve welding robots

Journal: Foerdern und Heben vol.31, no.11 p.914-16

Publication Date: Nov. 1981 Country of Publication: West Germany

CODEN: FOHBAN ISSN: 0373-6482

Language: German Document Type: Journal Paper (JP)

Treatment: Applications (A)

Abstract: In the production of a model of passenger car, the side sections for three different models are welded on one and the same line, with line feed taking on highly complex dimensions. Conveying and production are fully integrated and comprise electric suspension monorails and **automatic** welding stations equipped with welding robots. Loading stations, rewelding units and transfer units are integrated into the system. System control allows rapid **selection** of the various parts and, thus, recognition of the part at the individual machining centres. Any errors occurring at the **automatic** welding stations are detected and retained by the **destination** carrier of the electric carriage unit so that the faulty section is taken to the remachining centre. (0 Refs)

Subfile: C

Descriptors: industrial robots; materials handling; process control; welding

Identifiers: conveying; welding robots; model; passenger car; line feed; production; electric suspension monorails; automatic welding stations; rewelding units; transfer units; machining centres

Class Codes: C3320 (Materials handling); C3355F (Assembling); C3355 (Manufacturing processes)

18/5/14 (Item 14 from file: 2)

DIALOG(R)File 2:INSPEC

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02695017 INSPEC Abstract Number: B81029512

Title: Design of a programmable TDMA terminal

Author(s): Bedford, R.

Conference Title: NTC '80. IEEE 1980 National Telecommunications Conference p.71.3/1-8

Publisher: IEEE, New York, NY, USA

Publication Date: 1980 Country of Publication: USA 4 vol. (480+528+522+272) pp.

Conference Sponsor: IEEE

Conference Date: 30 Nov.-4 Dec. 1980 Conference Location: Houston, TX, USA

Language: English Document Type: Conference Paper (PA)

Treatment: New Developments (N); Practical (P)

Abstract: Describes a prototype 3 Mbps TDMA terminal in which the transmission performance and circuit connectivities are assignable by operator command. The system supports synchronous data transmission at multiples of 800 bps. The 50 Hz frame rate may be synchronized to a user-supplied reference ensuring slip-free operation throughout the system. A common, time-shared forward error correction unit provides variable rate coding, thus tailoring performance to individual circuit requirements. A novel **carrier** recovery technique obviates the need for differential encoding to resolve phase ambiguity with coherent QPSK demodulation. In the current implementation the operator may **select** the data rate, the error correction capability and the **destination** data port assigned to each data port at the terminal. This process will be **automatic** when demand assignment is introduced on a per-call basis. (4 Refs)

Subfile: B

Descriptors: data communication equipment; multi-access systems

Identifiers: programmable TDMA terminal; 3 Mbps; synchronous data transmission; 50 Hz frame rate; slip-free operation; forward error correction unit; variable rate coding; coherent QPSK demodulation; demand assignment

Class Codes: B6210Z (Other data transmission); B6220W (Other stations)

18/5/15 (Item 15 from file: 2)

DIALOG(R)File 2:INSPEC

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02170974 INSPEC Abstract Number: C78007391

Title: Planning the structure of the parcel flow in a postal logistics system

Author(s): Hoeg, A.

Author Affiliation: Jens Bisballe Planlaegning, Roskilde, Denmark

Journal: Computers & Operations Research vol.4, no.4 p.279-85

Publication Date: 1977 Country of Publication: UK

CODEN: CMORAP ISSN: 0305-0548

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: This article describes a **computerized** simulation model that makes it possible to compare alternative centre structures for the parcel flow in a postal **logistics** system. The main elements of a **logistics**

system are presented in the introduction. The parcels are subject to two major activities, transportation and sorting. Concentrating sorting activities in a few sorting centres gives large scale advantages. But on the other hand transportation costs are augmented because parcels will make a detour before reaching their **destination**. Given an initial centre structure, i.e. number and location of potential sorting centres, the simulation model makes use of a heuristic procedure to **determine** the principle of processing for each individual parcel, i.e. central or decentral sorting. The heuristic procedure starts with an initial solution for transportation and sorting that is ameliorated step by step using different saving criteria for sub-optimization of parts of the model. The application of the simulation model is presented. (2 Refs)

Subfile: C

Descriptors: digital simulation; operations research; postal services

Identifiers: parcel flow; postal logistics system; centre structures; transportation; sorting; simulation model; heuristic procedure

Class Codes: C1290F (Industry)

18/5/16 (Item 16 from file: 2)

DIALOG(R)File 2:INSPEC

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01755369 INSPEC Abstract Number: B75016579

Title: An automatic protection system for digital lines

Author(s): Erlund, A.H.

Author Affiliation: Vidar Corp., Mountain View, CA, USA

Journal: IEEE Transactions on Communications vol.COM-23, no.4 p. 478-82

Publication Date: April 1975 Country of Publication: USA

CODEN: IECMBT ISSN: 0090-6778

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: An **automatic** transfer system provides a means of switching both ends of a working digital **carrier** span line **automatically** to a protection line when a failure occurs on a working line, without service interruption. Priority schemes enable one or two protection lines to serve any number of working lines. New design concepts expand the flexibility of **automatic** line transfer. Each digital span line may be protected separately and transferred independently. Interrogation and resetting on a span-by-span basis are also provided. All line transfers are signaled and the location of a failure anywhere in the system may be **determined** from a **central location**. Any span feeding lines originating or terminating within the system, or diverging at a remote office, may be protected by one or two protection lines. (0 Refs)

Subfile: B

Descriptors: communication transmission lines; digital communication systems; protection

Identifiers: digital communication transmission lines; automatic protection system; automatic transfer system

Class Codes: B6240 (Transmission line links and equipment)

18/5/17 (Item 17 from file: 2)

DIALOG(R)File 2:INSPEC

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01444122 INSPEC Abstract Number: B72036913

Title: An Australian TV broadcasting equipment specification

Author(s): Hatfield, G.E.

Conference Title: International Broadcasting Convention 1972 p.167-75
Publisher: IEE, London, UK
Publication Date: 1972 Country of Publication: UK xi+328 pp.
Conference Sponsor: Electric Engng. Assoc.; IEE; IERE; Royal Television Soc.; Motion Picture and Television Engrs
Conference Date: 4-8 Sept. 1972 Conference Location: London, UK
Language: English Document Type: Conference Paper (PA)
Treatment: Experimental (X)

Abstract: After extensive tests and theoretical work it has been **decided** that the optimum system standards for the introduction of PAL colour to Australia include a 10.1 vision:sound ratio and a 20% white level, these maintaining monochrome performance and minimising degradations due to the colour signal inherent in vestigial sideband transmission. The author urges the need for more work to be done, particularly for subjective testing on large amplitude colour sub- **carrier** effects and some on transients. The use of vertical interval testing, **automatic** monitoring and **destination** coding in the vertical interval and their application to the Australian National TV network are discussed, as are the use of mobile maintenance teams and special shaded and buried equipment shelters.

Subfile: B

Descriptors: colour television; television broadcasting; television equipment; television standards

Identifiers: optimum system standards; vestigial sideband transmission; high frequencies affects; step response; test signals; vertical interval testing; automatic monitoring; destination coding; colour television broadcasting; colour subcarrier attenuation; large amplitude colour subcarrier effects; Tv monitoring equipment

Class Codes: B6420 (Radio and television broadcasting); B6430 (Television equipment, systems and applications)

18/5/18 (Item 18 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

01289826 INSPEC Abstract Number: C71016197

Title: File-folder conveyor system with the Oesterreichische Laenderbank AG

Author(s): Hemmelmeier, J.

Journal: Technische Berichte vol.2, no.1 p.16-22

Publication Date: May 1971 Country of Publication: Austria

CODEN: WSWBA7

Language: German Document Type: Journal Paper (JP)

Treatment: Applications (A); Practical (P)

Abstract: The Oesterreichische Laenderbank AG is one of the largest banking establishments in Austria. On the occasion of generous reconstruction of the counter hall and the ground-floor office rooms in the head-office building, a file-folder conveyor system has been provided for speeding up interdepartmental transportation of documents. The system presently includes: 3 paternoster elevators, 8 elevators, 1 7-section belt conveyor and 23 receiving stations (present stage). The **carriers** are cassette-shaped plastics folders with inner dimensions 265*365*20 mm (10.4*14.4*0.79 ins.). The **destination** is **selected** by means of 3 permanent magnets giving a choice amongst 66 different **destinations**. While travelling, the folders are scanned by proximity devices (hermetically sealed dry-reed contacts) for proceeding to the **destination** by the shortest route and **automatic** ejection at the receiving station. In a horizontal direction the folders are travelling upright along guide channels with a moving belt on bottom. Vertical transportation is accomplished by paternoster elevators between the floors and elevators

bridging different levels within a room (e.g. if the belt conveyor runs at the ceiling of a room furnished with a receiving station).

Subfile: C

Descriptors: materials handling

Identifiers: file folders conveyors; section belt conveyors; document transportation; paternoster elevator; receiving stations; permanent magnet devices; proximity scanning devices; hermetically sealed dry reed contacts; automatic ejection

Class Codes: C3320 (Materials handling)

18/5/19 (Item 19 from file: 2)

DIALOG(R)File 2:INSPEC

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0000684014 INSPEC Abstract Number: 1964B01398

Title: File-folder conveyors

Author(s): Hopp, W.; Kuhn, A.

Journal: Siemens Zeitschrift 37 4 p.216-217

Publication Date: April 1963 Country of Publication: Germany

Language: German Document Type: Journal Paper (JP)

Abstract: An **automatic** file-folder conveyor for horizontal and vertical transportation of documents has been developed for installation in offices. Its main distinguishing mark is the type of **carrier** used, which has the form of a file-folder. **Carriers** embody a **destination selecting** feature and are transported on a conveyor belt.

Subfile: C

Descriptors: automatic control applications

Identifiers: automatic control -- applications

Class Codes: C3300 (Control applications)

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18/5/20 (Item 20 from file: 2)

DIALOG(R)File 2:INSPEC

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0000290081 INSPEC Abstract Number: 1939B01107

Title: Pneumatic tube installations for all business purposes

Author(s): Kossler, A.

Journal: Zeitschrift fur Fernmeidetechnik Werk- und Geratebau 20 p. 24-27

Publication Date: Feb. 1939 Country of Publication: Germany

Language: German Document Type: Journal Paper (JP)

Abstract: Describes the principal types of pneumatic tube installations such as the small installation with hand-operated central station, **automatic** point installations with lamp signalling, point systems with **automatic destination** control, and fully **automatic** point installations with adjustable **selective** means on the **carriers**, together with tube installations with oval cross-section.

Subfile: B

Descriptors: conveyors

Identifiers: conveyors

Class Codes: B8600 (Industrial applications of power)

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18/5/21 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01733173 ORDER NO: AADAA-I9961261

A maritime risk and transportation model for the transport of crude oil and petroleum products

Author: Yudhbir, Lalit

Degree: Ph.D.

Year: 1999

Corporate Source/Institution: University of Miami (0125)

Supervisor: Eleftherios Iakovou

Source: VOLUME 61/02-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1024. 157 PAGES

Descriptors: ENGINEERING, INDUSTRIAL ; OPERATIONS RESEARCH ; COMPUTER SCIENCE

Descriptor Codes: 0546; 0796; 0984

Marine transportation is an integral component of any country's transportation system and is essential to the nation's economy as well its national security. The entire transportation infrastructure, including ports and waterways, must be able to handle the projected increases in waterborne trade. The public in favor of air, rail, and highway based transport systems often overlooks the importance of waterways. Increasing the efficiency of waterway usage has economic and environmental benefits.

The aim of this work is to present a comprehensive maritime oil transportation system that could be used by a regulatory agency or a **shipper** to understand the **dynamics** of maritime oil transportation and to evaluate possible improvements of the system. The maritime transportation system provides efficient routing for various vessels carrying crude oil and petroleum products from multiple origins to multiple **destinations**. The routing of these vessels is provided while minimizing the costs of transporting such products by different vessels, and minimizing the risk costs, due to damages caused by oil spills, associated with the routes of a maritime transportation network. In order to evaluate these risk cost estimates, a novel methodology is presented to **determine** and assign oil spill risk costs to the routes of a maritime transportation system. Also presented are approaches to **determine** the voyage costs associated with transporting various products by different vessels. In order to solve this multiobjective problem, an *interactive* solution methodology is presented to solve maritime oil transportation problem. This methodology is then implemented on an internet ready software package called *IOTS*. Application of the oil transportation methodology is then provided for a real world example of the oil transportation network in the Gulf of Mexico.

18/5/22 (Item 2 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01128375 ORDER NO: AAD90-32364

MODELING AND EVALUATING SHIPMENT CONSOLIDATION IN A LOGISTICS NETWORK

Author: POOLEY, JOHN MYERS

Degree: PH.D.

Year: 1990

Corporate Source/Institution: THE PENNSYLVANIA STATE UNIVERSITY (0176)

Adviser: ALAN J. STENGER

Source: VOLUME 51/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2075. 247 PAGES

Descriptors: BUSINESS ADMINISTRATION, GENERAL

Descriptor Codes: 0310

This dissertation studies the strategy of shipment consolidation which some firms use to distribute their products. The research has developed an original algorithm which mathematically solves a shipment consolidation problem. Using this algorithm, the research evaluates how different factors influence logistics unit costs for a firm using a shipment consolidation strategy.

Regulatory reform has expanded the set of different transport options which firms use to ship goods. These changes have enabled a large percentage of industrial firms to use a shipment consolidation strategy. Shipment consolidation refers to the strategy of combining multiple shipments to multiple **destinations** in a single vehicle. This strategy allows a firm to reduce costs and increase service. To use a shipment consolidation strategy rationally, **logistics** managers need to select the appropriate transport option and routing of each shipment.

This dissertation presents a new heuristic mathematical model to solve the shipment consolidation problem. The shipment consolidation problem is analogous to a combined transportation mode and vehicle routing problem. The new algorithm should produce better and more efficient solutions to the shipment consolidation problem. The research presents an application of the algorithm which verifies and validates the model's performance.

To illustrate the significance of different policy decisions, the project evaluates how five different factors affect logistics unit costs. The research examines each critical factor at two levels in a single and multiple echelon logistics network using a computer simulation model. The simulation model imitates a firm which has the principal objective of minimizing logistics costs and **selectively** uses shipment consolidation. The statistical significance and relative magnitude of the relationship between different factors and logistics unit costs varies across firms and echelons. The experimental results **indicate** that the context of the network **determines** the importance of the factor.

The results of this project are congruent with existing network consolidation studies and suggest that factors produce similar results across different types of consolidation. While the results indicate fairly robust network performance, researchers should not generalize the findings beyond the project's assumptions. Future research can relax the assumptions to expand the generalizability of the research results.

18/5/23 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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05668113

BA set to market some USAir internal flights 'as its own'

US - BA'S PLANS ON INTERNAL FLIGHTS

Financial Times (C) 1992 (FT) 3 February 1993 p30

BRITISH Airways plans to market certain flights to internal US **destinations** operated by USAir, in which it has invested Dollars 300m, 'as though those services were BA's own'. It will also put its own logo and signs over check-in facilities at airports from which these services depart. The UK-based **carrier** will make clear to customers that these 'code-share' flights - which will carry the airline **designator** code of both **carriers** - are being operated by USAir, the sixth-largest US **carrier**. But the two **carriers** will share customer complaint information on these flights, and invest 'substantial resources' to develop software to facilitate reservations and **automated** handling on these flights. These are some of the critical details of a proposed 'code-share' agreement between the two airlines, spelt out in a copious filing made late on Monday with the US Securities and Exchange Commission. Also in the filing are

details of the revised investment agreement between the two companies. This reveals that USAir will seek to divest its US-UK routes as soon as possible, and that BA will apply to take over the Charlotte-London, Pittsburgh-London and Baltimore-London services, using USAir pilots and cabin crew. The aim is for the two companies to share profits from the routes but, if this is not feasible, BA will pay USAir up to Dollars 50m over a five-year period.**

Copyright: Financial Times Ltd 1992

COMPANY: BRITISH AIRWAYS; USAIR

PRODUCT: Air Passenger Transport (4501);

EVENT: NEW SERVICE EXTENSION (36);

COUNTRY: United Kingdom (4UK); United States (1USA); OECD Europe (415);
European Economic Community Countries (419); NATO Countries (420);
South East Asia Treaty Organisation (913); North American Countries (111);

18/5/24 (Item 2 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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03588467

ALLNET ADDS CALL DELIVERY SERVICE TO CALLING CARD

US - ALLNET ADDS CALL DELIVERY SERVICE TO CALLING CARD

Telephony (TLY) 25 June 1990 p18

ISSN: 0040-2656

Allnet is offering Allnet Call Delivery, a call **delivery service**, with its calling card, which will enable customers to send voice messages to another telephone. The messages are **automatically** delivered by calling the **destination** number every 15 or 30 minutes and up to eight times. Users can also record messages and **designate** pre-set times for delivery. Allnet customers can use the service through Allnet Access, the firm's gateway travel card. The call **delivery service** was developed by Allnet with Speech Solutions.

PRODUCT: Voice Messaging Equipment (3661VM); Communications (4800); Voice Messaging (4811VM);

EVENT: PRODUCTS, PROCESSES & SERVICES (30);

COUNTRY: United States (1USA); NATO Countries (420); South East Asia Treaty Organisation (913);

Set	Items	Description
S1	417557	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	2098433	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	38145	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	314473	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	1782445	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIVE? OR ON(1W)FLY
S6	3311899	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S7	36113	S1(S)S2
S8	1424	S3(S)S4
S9	271734	S5(S)S6
S10	0	S7 AND S8 AND S9
S11	413199	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S12	36154	S11(S)S6
S13	300589	S9 OR S12
S14	30	S13 AND S8
S15	8	S14 AND S2
S16	0	S15 AND S1
S17	25	S14 NOT PY>2000
S18	24	RD (unique items)
S19	1014325	CONSUMER? OR CUSTOMER? OR CLIENT? OR SHOPPER? OR SENDER? ? OR PURCHASER? OR BUYER? OR SUBSCRIBER? OR USER?
S20	3869425	INFORMATION OR DATA OR LOCATION? ? OR ADDRESS OR ZIP OR ZIPCODE? ?
S21	5238600	BASED OR USING OR VIA
S22	243	S6(S)S8
S23	100073	S21(S)S19(S)S20
S24	11	S22 AND S23
S25	0	S24 AND S7
S26	8	S24 NOT PY>2000
S27	8	RD (unique items)
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27/5/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

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07703433 INSPEC Abstract Number: B2000-10-6250F-223, C2000-10-5620W-071

Title: MYMAR, a new mobile yellow page messaging and retrieval, the advent of the local wireless Internet

Author(s): Elhakeem, A.K.

Author Affiliation: Dept. of Electr. & Comput. Eng., Concordia Univ., Montreal, Que., Canada

Conference Title: 2000 Canadian Conference on Electrical and Computer Engineering. Conference Proceedings. Navigating to a New Era (Cat. No.00TH8492) Part vol.2 p.1014-17 vol.2

Editor(s): Creighton, R.W.; Ilow, J.

Publisher: IEEE, Piscataway, NJ, USA

Publication Date: 2000 Country of Publication: USA 2 vol. (xliiii+1211) pp.

ISBN: 0 7803 5957 7 Material Identity Number: XX-2000-01364

U.S. Copyright Clearance Center Code: 0 7803 5957 7/2000/\$10.00

Conference Title: 2000 Canadian Conference on Electrical and Computer Engineering Conference Proceedings. Navigating to a New Era

Conference Sponsor: IEEE Canada; IEEE Canadian Atlantic Sect

Conference Date: 7-10 March 2000 Conference Location: Halifax, NS, Canada

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); New Developments (N); Practical (P)

Abstract: The reallocation of point to point microwave systems operating in many bands in the GHz region to fiber optic, satellite or other frequencies has paved the way to new frontiers, whereby both fixed and mobile personal communications and miscellaneous commercial applications would be accommodated. However, mutual interference and frequent outages may be so destructive and not known nor predictable in advance especially during the migration process for mobile applications in these LOS **based** UL bands. We envision new distributed access communications systems without: base stations, cellular structure, backbone PSTN, or otherwise, operating in these unlicensed bands. This entails the design of new modulation, access, and routing techniques. A multitude of codulation, TDMA, slow frequency hopping, direct sequence, **carrier** sense, adaptive and GPS driven dynamic routing techniques, the most effective spanning tree algorithms, and configurations will be devised to provide frequency and space agility, adequate error performance and to alleviate network congestion. Roaming and forwarding **data** base optimization are important items for research as well. The major application herein is MYMAR, a new mobile yellow page messaging and retrieval system. In this system, hotels, restaurants, all kinds of road services, hospitals, police, stores... all faces of activities would transmit their GPS **location** followed by a short commercial message, and the region digital map to travelers, dwellers...etc., to enable them to quickly **determine** the **locations** of intended services and easily guide them easily to **destination**. The receiver detects all such messages, stores, and sorts them by activity for subsequent retrieval, **via** a **user** friendly, voice recognition **based** command system. Services include short messaging, paging, SOS, transportation fleet management commands, among other non-real time 2 way services. The distributed and inherently broadcast wireless environment and the service type (non-real time) shapes the codulation, access, routing...etc. techniques. (0 Refs)

Subfile: B C

Descriptors: Global Positioning System; information retrieval; Internet; microcellular radio; paging communication; personal communication networks; radio networks; spread spectrum communication

Identifiers: mobile yellow page messaging; mobile yellow page retrieval; local wireless Internet; MYMAR; mobile personal communications; mutual interference; LOS based UL bands; distributed access communications systems ; unlicensed bands; modulation; adaptive routing; access techniques; codulation; TDMA; slow frequency hopping; direct sequence; carrier sense; GPS driven dynamic routing; spanning tree algorithms; space agility; frequency agility; forwarding data base optimization; roaming; short commercial message; digital map; voice recognition based command system; short messaging; paging; transportation fleet management commands; broadcast wireless environment; microcells

Class Codes: B6250F (Mobile radio systems); B6210L (Computer communications); B6250G (Satellite communication systems); B6330 (Radionavigation and direction finding); C5620W (Other computer networks); C7210N (Information networks)

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27/5/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

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05721696

Title: Tracking pieces of freight (freight management bar codes)

Author(s): Newton, J.

Author Affiliation: Computype, Hull, UK

Journal: ID Systems European Edition vol.2, no.3 p.32-3

Publication Date: June-July 1994 Country of Publication: USA

CODEN: ISEEEE

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Bar code- **based** **data** collection systems help **transport companies** provide real-time **customer** service. These automated **data** collection systems simplify the complex task of freight management. Labels printed with bar codes can be attached to a container and/or individual items within a container. The company handling the freight can **choose** the precise **information** it would like a label to carry. These bar code labels are read, **using** handheld scanners, at various points in the item's journey. The intervals, **decided** by the freight handling company, are likely to be when the item of freight is first loaded into its container, when it leaves the original **location** , when it arrives at certain points along its route, and when it reaches its final **destination** . The portable **data** capture unit feeds the collected **information** back to a computer database. Not only is finding freight made easy, but management reports can be produced at any time, giving the freight handling company instant access to **information** that will help it improve the efficiency of its service.

(0 Refs)

Subfile: D

Descriptors: bar codes; database management systems; goods distribution; mark scanning equipment; real-time systems

Identifiers: bar code-based data collection systems; transport companies; real-time customer service; automated data collection systems; freight management; bar code labels; handheld scanners; freight handling company; portable data capture unit; computer database; management reports; instant access

Class Codes: D2090 (Leisure industry, travel and transport); D2140 (Marketing, retailing and distribution); D5030 (Printers and other peripherals); D2080 (Information services and database systems)

27/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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05512991 INSPEC Abstract Number: C9312-7180-003

Title: EMCASS: expert motor carrier selection system

Author(s): Teeters, S.

Author Affiliation: Oak Ridge Y-12 Plant, Martin Marietta Energy Syst. Inc., TN, USA

Conference Title: Proceedings. Fourth International Conference on Industrial and Engineering Applications of Artificial Intelligence and Expert Systems (IEA/AIE-91) p.427-32 vol.2

Publisher: Univ. Tennessee Space Inst, Tullahoma, TN, USA

Publication Date: 1991 Country of Publication: USA 2 vol. (xvii+418+xxix+817) pp.

Conference Sponsor: Univ. Tennessee Space Inst

Conference Date: 2-5 June 1991 Conference Location: Kauai, HI, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Practical (P)

Abstract: The expert motor **carrier selection** system (EMCASS) was designed as a knowledge-**based** system to help in traffic management at Martin Marietta Energy Systems, Inc. (Energy Systems). The primary function of the system is to suggest the optimal motor **carrier** (s) for a given freight shipment to or from Energy Systems. The system accepts a **zip** code (**destination** or origin) from the **user**, a shipment weight, and other related **information** in some cases. EMCASS then suggests the best **carrier** for that shipment, and journals the results. The objective of this project is to distribute the knowledge of the company's traffic managers, and to emulate their decision processes as closely as possible. (4 Refs)

Subfile: C

Descriptors: distributive data processing; expert systems; transportation

Identifiers: EMCASS; expert motor carrier selection system;

knowledge-based system; traffic management; freight shipment; zip code

Class Codes: C7180 (Retailing and distribution); C6170 (Expert systems)

27/5/4 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01193856 ORDER NO: AAD92-00346

INCENTIVE-COMPATIBLE CAPACITY PRICING FOR CONGESTED TRANSPORTATION FACILITIES: A GAME-THEORETIC APPROACH (GAME THEORY)

Author: HONG, SUNGWOOK

Degree: PH.D.

Year: 1991

Corporate Source/Institution: UNIVERSITY OF PENNSYLVANIA (0175)

Supervisor: PATRICK T. HARKER

Source: VOLUME 52/07-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2725. 258 PAGES

Descriptors: TRANSPORTATION; URBAN AND REGIONAL PLANNING; ECONOMICS, GENERAL

Descriptor Codes: 0709; 0999; 0501

The central focus of this dissertation is to investigate the theory and application of market-driven models for the management of congested transportation network facilities. Computable Nash and generalized Nash equilibrium models are used to estimate the value to **users** of **using** facilities with a view to **using** this **information** for market pricing. Variational inequality and quasi-variational inequality formulations are used to solve the oligopolistic transport market models. These

game-theoretic models are then used to develop a market mechanism for **determining** capacity allocation and price. Different **users** are being offered widely varying prices **based** on their valuation of basically the same **transport service**. The quality attributes of the **transportation service** are differentiated to allow **users** with different preferences to **select** different qualities. Two applications are included. In the first application, passenger air travel, given the total origin- **destination** trip demand, airport capacity and cost of each flight, the model derives the flight patterns, ticket prices, routes and **carrier** choice for passengers and landing priorities. The choice of travellers between competing airlines is represented by a logit model. Two models are proposed for pricing of landing slots for airlines: the first includes an exogenously **determined** landing/takeoff slot allocation, and the second includes an endogenous allocation of slots that depends on the value of the slot to each airline. In the second application, we present a computable equilibrium model of an internal market for track resources in a railroad. The problem of estimating the value to each train of track capacity, which in turn is used to create the actual train schedules, is formulated as a N-player, noncooperative game with nondisjoint strategy sets. In order to incorporate the effects of other traffic on a given train schedule (the mean and variance of total travel time), a new delay model for a scheduled railroad on a partially double track rail line is developed. **Using** this model, a game-theoretic model is developed in which each train tries to maximize its utility (defined as minimizing the deviations from their ideal schedules); the generalized Nash equilibrium for this model is found as a solution to a quasi-variational inequality problem. Finally, we formulate a nonlinear programming model in which one agent controls all train movements. This latter model is used in order to "benchmark" and judge how close the price from the market pricing system (the game-theoretic model) comes to the optimal prices. **Data** from a Class I railroad is used to illustrate the practical use of the model.

27/5/5 (Item 2 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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1057408 ORDER NO: AADDX-84894

THE DESIGN OF A PACKET SWITCHED LOCAL AREA NETWORK

Author: MORLING, RICHARD C. S.

Degree: PH.D.

Year: 1988

Corporate Source/Institution: CITY UNIVERSITY (LONDON) (UNITED KINGDOM)
(0919)

Source: VOLUME 50/01-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 250. 227 PAGES

Descriptors: COMPUTER SCIENCE

Descriptor Codes: 0984

Available from UMI in association with The British Library.

MININET is a local area network designed for instrumentation and other real-time applications. It is a true store-and-forward network **using** small fixed-length packets. A very high degree of transparency is required, such that the Network Service can be totally invisible to the **user** devices. The design of the network is **based** around a hierarchical architectural model which is similar to, but not identical with, the ISO OSI Reference Model. Its small 32-bit packet size was a logical consequence of the transparency and real-time service requirements. This size was found to be optimum for average **user** message lengths of around 13 bits, as far as the buffer utilization efficiency was concerned. A simple, but robust,

full-duplex **data** link protocol, which avoids sequence errors and uses only a single sequence number field to interlock the packet stream, was developed. Network congestion is avoided by means of a flow control algorithm, which uses active backpressure vectors and a separate buffer allocation for each **destination** node, to guarantee freedom from store-and-forward deadlock. A highly reliable, half-duplex, end-to-end protocol providing a **Transport Service** for the network management entities, has been developed. The network compatible DIM intermediate interface has been **specified**, together with DIM-CPC. Its basic **user** protocol providing flow control, initialization and error recovery procedures. A routing protocol, that maintains packet sequency even in the event of node or link failure, has been developed. This distributed algorithm constructs a separate tree rooted at each **destination** node in the network. It uses short messages transferred only between adjacent nodes. A quad-phasic update cycle is used to guarantee loop freedom at all times and to flush old pathways before routing changes are made. Thus, packet sequency is maintained without any packets being dropped. A high-speed implementation of the network Station has been designed and constructed. This uses a two-dimensional polling technique in order to maintain fairness, whilst ensuring that no blockages occur within the node. A design technique has been pioneered for the construction of PROM- **based** system controllers which are exceptionally agile.

27/5/6 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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06618940

Net works for holiday-makers on the hop

AUSTRALIA: MORE TRAVELLERS TURN TO NET

The Australian (XAA) 18 Apr 1998 P.7

Language: ENGLISH

More travellers are turning to internet for **information** on holidays. Similarly, more people are booking airfares, accommodation and car hire through the internet. One of the major travel agencies in Australia, Traveland, set up its World Wide Web site 18 months ago. To date, sales **via** the net contribute 5% of its annual turnover. The flight bookings system had been extremely successful. The company will soon add on the booking of holiday packages online. It is estimated that about 6,000 **users** access the web everyday. Traveland is confident that the number will continue to increase. **Consumers** who book through the net enjoy the convenience of 24-hour service. Moreover, they can **decide** the routing as well as gain a 5% discount. **Consumers** favour the efficiency of the site's farefinder which would display a list of airlines after the **user** type in a **destination** and travel dates. It is found that more people use the sites for obtaining travel details than booking vacations. But, nevertheless, there are about 200 bookings per day. Australia's flagship **carrier** Qantas had set up a site to enable **customers** to check arrival and departure times, frequent flier points and freight tracking systems. Similarly, Ansett had done so too.

COMPANY: ANSETT; INTERNET; TRAVELAND; QANTAS

PRODUCT: Travel Agencies (4721); Lodging & Tourist Services (7010);
Tourism & Travel (7010TT);

EVENT: Plant/Facilities/Equipment (44); Market & Industry News (60);

COUNTRY: Australia (9AUS);

27/5/7 (Item 2 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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06515298

Columbus Line launches 'Reeflex' reefer service

NORTH AMERICA: COLUMBUS EXPANDS MEAT SHIPMENTS

Asian Shipping (XCH) Aug 1997 P.16

Language: ENGLISH

Germany's Columbus Line, the biggest meat **carrier** to North America, has released Reeflex, an extended intermodal service for meat importers and brokers in exporting meat from Australia and New Zealand **via** US-Pacific Coast gateways. Reeflex allows importers to **select** inland delivery **destinations** within 48 hours of a vessel's arrival in Los Angeles, America. It offers intact intermodal reefer container **delivery service** throughout North America and also seamless marine and inland transportation from point of origin to final **destination** under a single bill of lading. The Reeflex service has been merged with the company's fixed-day weekly sailing, enabling meat shipments to be transferred to **customer - designated locations** in the Midwest, the Gulf, Mexico and the East Coast on a set time-table. The company has also started a new transshipment service together with Matson Navigation, which allows Australia/New Zealand **shippers** to transfer cargoes to and from the US Territory of Guam and nearby Micronesia through Honolulu.

COMPANY: MATSON NAVIGATION; COLUMBUS LINE

PRODUCT: Freight Transport (4002); Freight & General Cargo Carriers (4411FG);

EVENT: Plant/Facilities/Equipment (44);

COUNTRY: Germany (4GER); North America (1NAM);

27/5/8 (Item 3 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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05668113

BA set to market some USAir internal flights 'as its own'

US - BA'S PLANS ON INTERNAL FLIGHTS

Financial Times (C) 1992 (FT) 3 February 1993 p30

BRITISH Airways plans to market certain flights to internal US **destinations** operated by USAir, in which it has invested Dollars 300m, 'as though those services were BA's own'. It will also put its own logo and signs over check-in facilities at airports from which these services depart. The UK- **based carrier** will make clear to **customers** that these 'code-share' flights - which will carry the airline **designator** code of both **carriers** - are being operated by USAir, the sixth-largest US **carrier**. But the two **carriers** will share **customer complaint information** on these flights, and invest 'substantial resources' to develop software to facilitate reservations and automated handling on these flights. These are some of the critical details of a proposed 'code-share' agreement between the two airlines, spelt out in a copious filing made late on Monday with the US Securities and Exchange Commission. Also in the filing are details of the revised investment agreement between the two companies. This reveals that USAir will seek to divest its US-UK routes as soon as possible, and that BA will apply to take over the Charlotte-London, Pittsburgh-London and Baltimore-London services, **using** USAir pilots and

cabin crew. The aim is for the two companies to share profits from the routes but, if this is not feasible, BA will pay USAir up to Dollars 50m over a five-year period.**

Copyright: Financial Times Ltd 1992

COMPANY: BRITISH AIRWAYS; USAIR

PRODUCT: Air Passenger Transport (4501);

EVENT: NEW SERVICE EXTENSION (36);

COUNTRY: United Kingdom (4UK); United States (1USA); OECD Europe (415);

European Economic Community Countries (419); NATO Countries (420);

South East Asia Treaty Organisation (913); North American Countries (111);

Set	Items	Description
S1	4365890	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	8108693	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	479321	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	1876365	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	460760	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	2280276	S4 OR S5
S7	1881262	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S8	524900	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S9	2283919	S7 OR S8
S10	9612635	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S11	55907	S9 (7N) S10
S12	1570	S11 (S) S6
S13	145	S12 AND S3
S14	123	S13 AND S2
S15	32	S14 AND S1
S16	11	S15 NOT PY>2000
S17	11	RD (unique items)
File	20:Dialog Global Reporter 1997-2006/Mar 02	
	(c) 2006 Dialog	

17/3,K/1

DIALOG(R)File 20:Dialog Global Reporter
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14085768 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Tibbett & Britten Successfully Completes Case Picking Pilot Using Voxware's
VoiceLogistics; Central European Distributor Selects Noise-Robust
Speech-Based Logistics Solution**

BUSINESS WIRE

December 05, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1007

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... business will progressively take over Unilever's existing warehousing and distribution operations in Hungary, covering **merchandise** ranging from cosmetics, detergents, margarine and tea, to ice-cream and quick-frozen food.

As...

... by increasing productivity and delivering a cost advantage. Voxware's multilingual, multi-dialect speech interface **product** utilizes patented noise-robust speech technology, and implements the VoiceXML standard for the interactive picking...

... of the pilot, Tibbett & Britten plans to initially deploy the VoiceLogistics solution in its Hungarian **central** warehousing **facility**, with potential for its other facilities in Europe to be determined as the initial deployment...

...Voxware, Inc.

Voxware is a leading provider of interactive voice-based solutions for picking, receiving, **return goods** processing, cross-docking and put-away operations in the distribution and **logistics** industries. Voxware solutions are available for all major market industry sectors, including consumer **goods** manufacturers (CGM), consumer packaged **goods** (CPG), direct to consumer (e-commerce and catalog), food and grocery, package handling, retail, third-party **logistics** providers (3PLs), and wholesale distribution.

Voxware solutions are also deployed in package handling, mail sorting
...

... those expected including the risks associated with Voxware's need to introduce new and enhanced **products** and services in order to increase market penetration and the risk of obsolescence of its **products** and services due to technological change; Voxware's need to attract and retain key management...

... Voxware's evolving distribution strategy and dependence on its distribution channels; the potential that speech **products** will not be widely accepted; Voxware's need for additional capital; and a variety of...

... Note to Editors: Voxware(R) and VoiceLogistics(TM) are trademarks of Voxware, Inc. All other **product** names are trademarks of their respective owners.

CONTACT: Creative Marketing Alliance, Inc. Brad Schmitt, 609...

...DESCRIPTORS: New **Products** & Services...

17/3,K/2

DIALOG(R)File 20:Dialog Global Reporter
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14010923 (USE FORMAT 7 OR 9 FOR FULLTEXT)

NextJet Enables Holiday Gift-Giving Dreams to Come True With the Fastest Possible Delivery Available

PR NEWSWIRE

November 30, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 394

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... country, new shipping companies such as NextJet can make sure treasured gifts arrive at their **destination** that day, and in the fastest possible time.

... simply log onto www.nextjet.com (or call 888-NEXTJET) to enter gifts' origination and **destination** points. In less than five seconds, NextJet **returns** the optimized gift itineraries and pricing. NextJet can then immediately dispatch a courier to pick up the packages and manage the shipment to its final **destination**. Optional proactive notifications also can go out to both the shipper and the recipient in...

... more reliable than the old stand-by? NextJet evaluates millions of potential shipment possibilities and **automatically selects** the fastest, most efficient shipping option. NextJet accesses more than 30,000 daily commercial airline...

...season. Don't let the stress of long post office lines and out-of-stock **items** get you down. Take the liberty of finding that special gift-anytime, anywhere-and get...

17/3,K/3

DIALOG(R)File 20:Dialog Global Reporter
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14004102 (USE FORMAT 7 OR 9 FOR FULLTEXT)

American Airlines Unveils AA Today(SM), Its New Same Day Package Product With Door to Door Delivery

PR NEWSWIRE

November 29, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 571

(USE FORMAT 7 OR 9 FOR FULLTEXT)

American Airlines Unveils AA Today(SM), Its New Same Day Package Product With Door to Door Delivery

... the worldwide airfreight industry, today announced AA Today(SM), a new same-day package delivery **product**, offered in a strategic partnership with NextJet Inc. Beginning Dec. 4, AA Cargo will be...

... of more than 4,100 flights, using Priority Parcel Service for their customer shipments. In **return**, AA Cargo will deploy NextJet's proprietary technology platform to improve service to new and...

... s technology expertise enables us to improve the quality and awareness of our expedited shipping **products**, including Priority Parcel Service," said Dave Brooks, president of AA Cargo. "This partnership lays a...

... delivery service within hours. NextJet's groundbreaking technology evaluates millions of potential shipment possibilities and **automatically selects** the most efficient routing option. Through its digital transportation management system, NextJet uses a nationwide force of couriers and commercial airlines to carry packages from pick-up point to final **destination**. The company's technology also seamlessly integrates into existing e-commerce sites at the point...

...DESCRIPTORS: New **Products** & Services...

17/3,K/4

DIALOG(R)File 20:Dialog Global Reporter
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13977665 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Commerce.TV to Unveil New Interactive TV Services at Western Cable
PR NEWSWIRE
November 28, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 417

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Imagine being able to confidently buy **products** and services, get news and information, vote and express your opinion without having to change...

... fees or investing in new equipment. Then imagine you're an advertiser, brand retailer or **merchandiser** looking to communicate and understand your customers on a one-to-one basis. Now imagine...

... with Commerce.TV's "TV Select" overlay application that presents network/impulse "buying" and MSO/ **destination** -based "shopping" offers - all connected live to the CoreTVnet for immediate **product** fulfillment. Qualified visitors can choose from over 20 **items** (average value \$25), and they will be processed through our network and sent to the...

... address at no charge. Each order generates a printed receipt with all the order details. **Items** are shipped UPS 2-day, to arrive as the prospect **returns** to the office from the show. * Other functional features: favorites, order status, account setup (password...

... Theater presentation: a new theater presentation including a game show style promotion where contestants are **selected** from the audience to accomplish two **interactive** challenges in the fastest time possible time. Each game show yields a winner of a...

17/3,K/5

DIALOG(R)File 20:Dialog Global Reporter
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13878850 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Commerce Exostructure Enabler Soneta Forms Alliance With Reverse Logistics Leader GENCO
BUSINESS WIRE
November 21, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 964

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Commerce Exostructure Enabler Soneta Forms Alliance With Reverse Logistics Leader GENCO

... first Commerce Exostructure(SM) Enabler and GENCO Distribution System, the leading provider of direct and **reverse logistics** services and technologies, today announce the formation of a strategic **product** development and marketing alliance. Under the terms of the agreement, the two companies will collaborate...

... order life cycle management, customer support, online customer care, fulfillment, distribution, payment processing, digital fulfillment, **reverse logistics**, delivery services and others. By joining the Soneta Service Symphony, GENCO extends its service offering...

... respective Web-based technologies to form a seamless online customer experience. For example, GENCO's **returns** processing engine will be linked into Soneta's platform so that consumers can **return merchandise** more efficiently. The consumer, who has purchased an **item** from an electronic retailer, would be able to access a Web site, generate a **return** label with the merchant's bar code and make shipping arrangements online. Besides maintaining high...

...will be able to recover assets more effectively. GENCO processes over \$6 billion worth of **merchandise returns** annually, servicing more than 13,000 retail locations. GENCO's clients include some of the...

...Kmart, Wal-Mart, Ames and others.

"GENCO is -- and always has been -- the standard in **reverse logistics** and asset **recovery**," said Douglas Mefford, Soneta's director of distribution services. "Soneta is building an unprecedented collaborative..."

... offers clients e-commerce services and technologies that improve and streamline the online customer's **reverse logistics** experience.

"With the emergence of e-commerce and other direct sales channels, **reverse logistics** and asset **recovery** have become even more critical to the bottom-line success of merchants," said Tim Konrad...

...own."

About GENCO

GENCO Distribution System is one of North America's leading providers of **product** life cycle logistics services. GENCO services retailers and manufacturers with a variety of direct and **reverse logistics** services. The company's direct logistics services include distribution center management, warehouse management systems, co-pack and fulfillment operations and freight forwarding. GENCO's **reverse logistics** services include e- **returns**, **return center** management, **return center** software, asset **recovery** services and transportation management.

About Soneta

Soneta empowers commerce by bringing together businesses and third...

... supply chain and order lifecycle management. For businesses, Soneta provides a single point of contact, **automating** and synchronizing the way they **select**, access and manage commerce technologies, third-party service providers and in-house resources. Soneta's...

... logo, Service Symphony, Commerce Exostructure Enabler and Exostructure are registered trademarks of Soneta. Any other **product** or company names mentioned are used for identification purposes only, and may be trademarks of...

17/3,K/6

DIALOG(R)File 20:Dialog Global Reporter
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13723271 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MoonBuzz Launches E-Commerce Solution for Retailers and Wholesalers

PR NEWSWIRE

November 10, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 492

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... eases the process of getting inventory to e-marketplaces and auction sites, optimizes placement of **items**, and relieves sellers of the burden of customer service. MoonBuzz offers attractive money-back and delivery guarantees, inquiry and package tracking support, and advanced **product** search and display for online shoppers.

... auction sites like eBay and Amazon provide due to the simple barrier of posting the **items** and handling inquiries," said Patrick Vaughn, President and CEO of MoonBuzz. "We take away the...

...of using MoonBuzz services include:

- * Real-time synchronization between in-store and online sales - An **item** can be on sale in the store and online simultaneously. When a bid is placed online the merchant is notified to remove the **item** from the store shelf, and conversely a local sale automatically removes the **item** online.

- * Extensive and intelligent online distribution of **merchandise** - MoonBuzz offers merchants better buyer demographics and millions of exposures 24 x 7.

- * Customer service...

... also able to print out shipping labels/packing slips online, and the shipping company is **automatically** contacted for **pick**-up.

"MoonBuzz enables mid-market retailers a smoother and easier way to sell their **items** online," said Bob Stogner, past president and Chairman of the National Pawnbrokers Association and owner...

... MoonBuzz aggregates a vast supply of discounted new and quality pre-owned jewelry, electronics, sporting **goods**, photo equipment, musical instruments and collectibles, delivering a high volume of **products** and associated services to a network of popular online shopping **destinations**. MoonBuzz has automated the entire supply chain, offering convenience and security for both buyers and sellers. MoonBuzz provides its merchants an efficient and cost-effective conduit for selling **merchandise** online, and offers buyers **products** backed with efficient, no-hassle **return** policies, customer service, pre-sale assistance, and post-sale support. For more information about the...

...DESCRIPTORS: New **Products** & Services...

17/3,K/7

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10651759

PR Newswire California Summary, Wednesday, April 19, 2000 up -2-

PR NEWSWIRE

April 19, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1314

... 2000 08:22 r f bc-CA-HealthCentral.com (EMERYVILLE) B2B and B2C e-Commerce **Product** Line Acquired by HealthCentral.com; Consolidates Dr. Dean Edell Brands Under HealthCentral.com SFW052 04...SFW049 04/19/2000 09:08 r f bc-CA-ChemConnect-Launch (SAN FRANCISCO) ChemConnect **Logistics** Launches SFW086 04/19/2000 09:08 r e bc-CA-Konami-Nightmare (REDWOOD CITY ...

... 28 r f bc-NY-GE-Power-Rotoflow (SCHENECTADY) GE Power Systems Acquires Rotoflow, Expanding **Product** Offering to the Oil & Gas Industry FLW011 04/19/2000 09:30 r f bc...

...31 r f bc-CA-Inxight-nordic (PALO ALTO) Inxight Announces Nordic Support for Summarization **Products** SFW064 04/19/2000 09:45 r f bc-CA-InformedInvestors (SACRAMENTO) 'At AMD, Chips...
...Pan-European Investment Web Sites LAW030 04/19/2000 10:00 r f bc-CA-**Recycling - Centers** (LAKE FOREST) **Recycling Centers** of America, Inc. Announces Patented Filter System Integration for First US Dairy Contract SFW097 04...

... 10:36 r f bc-NY-Concrete-Media (NEW YORK) Concrete Media Designs Environmental Web **Destination** for Verde Media; Verde.com Opens

17/3,K/8

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08985448 (USE FORMAT 7 OR 9 FOR FULLTEXT)

BusinessHere.com and Click Logistics Partner to Provide The Internet's One-Stop Shipping Service

BUSINESS WIRE

January 04, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 656

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... service. ShipHere.com provides companies with the opportunity to use its Internet service to ship **products** using LTL, truckload, air, ocean, and rail freight carriers.

Developed in partnership with Click Logistics...

... that companies spend a significant amount of time getting quotes from freight carriers and coordinating **product** shipments. We believe that there are a number of inefficiencies inherent to shipping freight that...

... other sites limit its users to those with an existing carrier account, ShipHere.com will **automatically select** from a portfolio of national, regional and local freight and parcel **carriers** to offer the best rates and mode of transportation available.

ShipHere.com takes the mystery...

... services and is an ideal solution for companies that ship small and large volumes of **products**. The Web site is simple to use and easy to understand. Customers simply fill out a brief form that captures basic information about their company, **products**, origin points, and

destinations . Once they click the "Submit Quote" button, a price is normally **returned** in less than 15 seconds. Customers then have the opportunity to convert the quote to...

... small- and medium-sized companies. BusinessHere.com provides companies with the opportunity to sell its **products** and services in auction, fixed-price, and request for proposal formats. BusinessHere.com offers free ...

... can quickly gain access to business-to-business e-commerce simply by registering and listing **products** . BusinessHere.com also offers a "request for proposal" reverse auction service that allows buyers to...

... January 1999, BusinessHere.com is a leading business-to-business marketplace for companies to sell **products** and services in auction, fixed-price, and request for proposal (RFP) formats. Through BusinessHere.com...

... can quickly establish a presence on the Internet to sell new, used, refurbished, and surplus **products** to businesses nationwide. Companies can list **items** free of charge in eleven categories and more than 125 subcategories.

BusinessHere.com also provides...

...DESCRIPTORS: New **Products** & Services...

17/3,K/9

DIALOG(R)File 20:Dialog Global Reporter
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05784280 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Pacific Sunwear Successfully Launches E-Commerce Site

BUSINESS WIRE

June 17, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1023

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... com offers a selection of the latest fashion apparel available in Pacific Sunwear stores including **merchandise** from vendors such as Quiksilver, Billabong, O'Neill, Roxy, Rusty, Redsand, Bullhead, Breakdown, Venus Girl...

... images in both medium and large size photographs with front and alternate views of the **product** . The store also offers a unique Wish List function where customers can let family and friends know exactly which **items** they would like to receive. Pacsun.com will automatically e-mail chosen family members or friends with the desired **items** for purchase. With one click the e-mail recipient will be linked back to the **item** (s) for instant purchase. A complete gift wrap service is also offered to customers. The...

... weekends). Once an order is shipped, customers receive an automatic e-mail confirmation with a **USPS** tracking number. **Items** purchased online may be **returned** at any Pacific Sunwear store.

The company has established its own customer service/call center...

...us in our online success including: a nationwide retail presence, strong brand recognition, a proven **merchandising** track record and the participation of our key brands. Our target customers are very Internet...

... 130 billion of spending power. We are optimistic that pacsun.com will become a favorite **destination** for teens. We now have the additional benefit of our offline stores being exposed to...

DESCRIPTORS: New **Products** & Services...

17/3,K/10

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03709674 (USE FORMAT 7 OR 9 FOR FULLTEXT)

U.S. DOD: DoD news briefing

M2 PRESSWIRE

December 09, 1998

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 6008

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... diplomatic and financial incentives, from what I can tell, economic aid of a kind, in **return** for access to that suspect site. What's your position on that?

A: We've... of years they've been running ahead of the rate of inflation.

This is the **product** of two trends. The first is, inflation has been very low. We've **returned** to more traditional rates of inflation that we had before the late '60s, through the...

...80s. America has traditionally been in the 20th Century, a low inflation country. We've **returned** to that happier state.

The second is that military pay increases have been somewhat higher... CINCs of the area (unified) commands and functional commands to make this a top priority **item**.

We started out our analysis focusing in approximately 3,500, 3,600 so-called mission...

... to systems for paying soldiers, sailors, airmen, and marines, and systems for making sure that **logistics**, that **goods** and services reach their **destinations** on time to support missions.

We are in the process of whittling down that number...

17/3,K/11

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03042535

Symplex Adds Host Recovery and Other Key Features to Datamizer V

BUSINESS WIRE

October 07, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 628

Symplex Adds Host Recovery and Other Key Features to Datamizer V

...Corporation (VSE:SYC.U.), pioneers in the field of synchronous data compression, today announced Host **Recovery** as one of several new features included in the latest software release for Datamizer(R) V. Host **Recovery**

enables Datamizer V to detect a site, host, or line outage, and take corrective action...

...can act as a frame relay access device and thereby reduce costs for both the **central site** and remote sites without adding expensive hardware. For improved performance with the Datamizer V, the...

...capabilities of the Datamizer V to provide cost savings and increase the performance, monitoring and **recovery** of enterprise networks. About Datamizer V Datamizer V is a high performance network enhancement data...

... an Ethernet port for SNMP management. Almost any network configuration in any combination of local **carriers** is available with Datamizer V. About Symplex Symplex, headquartered in Ann Arbor, Michigan, offers internetworking...

...provide enhanced performance and scalability for enterprise networks. In addition to the family of Datamizer **products**, Symplex also markets the DirectRoute(R) line of **products**, switching access systems designed specifically for cost effective high-speed Internet and intranet access. Founded...

Set	Items	Description
S1	4365890	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	8108693	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	479321	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	1876365	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	460760	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	2280276	S4 OR S5
S7	1881262	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S8	524900	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S9	2283919	S7 OR S8
S10	9612635	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S11	55907	S9 (7N) S10
S12	1570	S11 (S) S6
S13	145	S12 AND S3
S14	123	S13 AND S2
S15	32	S14 AND S1
S16	11	S15 NOT PY>2000
S17	11	RD (unique items)
S18	9660	S10 (S) S6 (S) S9
S19	59874	S1 (5N) S2
S20	194	S18 AND S19
S21	19	S20 AND S3
S22	7	S21 NOT PY>2000
S23	3	S22 NOT S17

File 20:Dialog Global Reporter 1997-2006/Mar 02
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23/3,K/2

DIALOG(R)File 20:Dialog Global Reporter
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03261370 (USE FORMAT 7 OR 9 FOR FULLTEXT)

LIS WAREHOUSE SYSTEMS: BT confirms major logistics deal with The LIS Warehouse Systems Co.

M2 PRESSWIRE

October 28, 1998

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 504

(USE FORMAT 7 OR 9 FOR FULLTEXT)

-- Deal worth more than GBP 1 million covers warehousing for **central** distribution **facility** and locations nationwide

BT has signed a major deal with The LIS Warehouse Systems Co...

BT will use Dispatcher-CS to monitor and control around 12,000 ' **picks** ' each day at Northallerton from up to 14,000 separate pallet storage locations. The new system introduces facilities for **automatic** generation of transportation numbers and labels and interfaces with BT's existing **logistics** solutions to ensure the smooth transfer of consignment data throughout the supply chain.

By June...

... 100 additional BT locations in the UK including rapid response service points, sortation locations for **returned goods** and telephone pole storage sites. Radio data terminals will be used to capture serial numbers ...

23/3,K/3

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02950232

Vertical Networks Delivers the InstantOffice System, Fully Integrated Voice and Data Solution for Branch Offices and Small Businesses

BUSINESS WIRE

September 28, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1396

... complexity cost of adding a new piece to the puzzle becomes so great that companies **choose** to keep what they have rather than introduce a new product--even if that means...

... modularity, the system can integrate easily and cost effectively into existing networks, allowing customers to **pick** -and- **choose** the functionality they want. We've made it simple to install, configure and manage all...

...leveraging an embedded Windows NT-based applications platform. Providing systems integration "on the inside," the **InstantOffice** system ensures full interoperability and peak runtime efficiency. In this way, the system dramatically reduces...

...converged applications" such as unified messaging, voice over IP (VoIP), videoconferencing, Internet call center, personal **automated** attendant, and other sophisticated customer-care or supply-chain-management applications. "When we relocated our...

... would satisfy our needs," said John Dustman, chief executive officer, Summit Envirosolutions, Inc. "With the **InstantOffice** system, we have a unified voice and data solution that will enable us to expand...

... No one thinks of communications equipment as a strategic acquisition--but in every way, the **InstantOffice** system is a strategic investment for our business." "Our research shows whenever a company introduces...

... administration and management burden," said Lisa Allocca, senior consultant for Renaissance Worldwide (Newton, Mass.). "The **InstantOffice** system collapses the functionality of multiple products from multiple vendors into a single, integrated, manageable...

... of deployment and over the life of the product." Unified Management Lowers Lifetime Costs The **InstantOffice** system delivers the cost reductions resulting from fewer equipment acquisitions and integrated WAN services, and...

... voice or data administrators and local office managers. With its sophisticated remote management facilities, the **InstantOffice** system is the ideal platform for **central - site** administrators in charge of branch-office communications, as well as for service providers implementing managed...

... support more functionality on their networks with reduced operational budgets," said Ray Keneipp, principal analyst, **carrier** infrastructure, for Current Analysis (Sterling, Va.). "With its integrated support of both voice and data, the **InstantOffice** system allows service providers to offer a higher-value sell to enterprise branch offices. And...

...rolls, to increase service provider ROI." "Pay-As-You-Grow" Architecture Preserves Network Equity The **InstantOffice** system is cost-effective for companies looking to upgrade existing voice or data systems ...they require. For example, businesses that have outgrown their Centrex phone systems can install the **InstantOffice** system to take advantage of the latest in voice communications, from a full PBX to **computer** -telephony **applications** . If they have an existing data network in place, they can continue to use the...

... can consolidate their telecommunications service costs by attaching the network to the WAN through the **InstantOffice** system. As communications needs change, businesses can migrate to more system functionality on their own...

... or they must settle for reduced functionality and a limited migration path with a SOHO **product** . The **InstantOffice** solution **returns** the buying power back to the customer." Adaptable Platform Serves Competitive Needs In addition to a modular hardware design, the **InstantOffice** system includes a comprehensive set of software subsystems designed to support a full range of existing and emerging applications. Initial applications include computer telephony, call accounting, voice mail with **automated** attendant, Internet access, virtual private network (VPN) services and a standards-based management system. The base platform is designed to support voice over IP. The **InstantOffice** system includes an embedded Windows NT applications platform to support future applications developed by Vertical Networks or independent software vendors. Examples include universal messaging, single-number service, **automatic** call distribution, and **interactive** voice response. In addition, the base platform provides the core functionality that can be used as a file server, video server, **Web**

server and fax server in future releases. PBX Reliability Ensures On-Demand Availability The **InstantOffice** system is a purpose-built, dedicated platform architected to ensure high availability. Standard system features...

Set	Items	Description
S1	4365890	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	8108693	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	479321	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	1876365	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	460760	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	2280276	S4 OR S5
S7	1881262	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S8	524900	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S9	2283919	S7 OR S8
S10	9612635	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S11	55907	S9 (7N) S10
S12	1570	S11 (S) S6
S13	145	S12 AND S3
S14	123	S13 AND S2
S15	32	S14 AND S1
S16	11	S15 NOT PY>2000
S17	11	RD (unique items)
S18	9660	S10 (S) S6 (S) S9
S19	59874	S1 (5N) S2
S20	194	S18 AND S19
S21	19	S20 AND S3
S22	7	S21 NOT PY>2000
S23	3	S22 NOT S17
S24	8435687	BASED OR USING OR VIA
S25	499250	(CONSUMER? OR CUSTOMER? OR CLIENT? OR SHOPPER? OR SENDER? ? OR PURCHASER? OR BUYER? OR SUBSCRIBER? OR USER?) (4N) (INFORMA- TION OR DATA OR LOCATION? ? OR ADDRESS OR ZIP OR ZIPCODE? ?)
S26	33496	S24 (5N) S25
S27	128421	S10 (S) S6
S28	285	S26 (S) S27
S29	4152	S27 (S) S3
S30	14	S29 (S) S26
S31	5982	S27 (2S) S3
S32	32	S31 (3S) S26
S33	10	S32 NOT PY>2000
S34	9	RD (unique items)
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34/3,K/1

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13646095 (USE FORMAT 7 OR 9 FOR FULLTEXT)

IAS Partners With Leading Ocean Carriers to Pilot New Suite of Services

PR NEWSWIRE

November 06, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1140

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... data capture and communication with diverse carrier, vendor, and shipper/consignee systems, and will enable **customers** to access this **data**

using secure HTML web forms that ensure maximum performance via simple browser access. A sophisticated business...

34/3,K/2

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11522355 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Go2 Systems and USAutoNews.com to Deliver Auto-related Headlines/Information to Wireless Users

BUSINESS WIRE

June 15, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 680

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... The sites provide real-time information based on the user's precise location or intended **destination**, offering a simple, intuitive method for users to find what they are looking for close...

... the Neomar Browser, currently available on RIM devices and soon over several other major wireless **carriers**. Go2, in partnership with ESRI, will soon offer the first wireless applications protocol (WAP) maps on wireless phones in the United States. Go2 is also working with several location **determining** technologies and infrastructure partners such as IDC and SignalSoft.

About USAutoNews.com

USAutoNews.com provides...

34/3,K/3

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10389301 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Intrepa Announces the Availability of Logistics PRO in a Windows Environment

BUSINESS WIRE

April 03, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 999

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... break criteria, and sorting criteria. This criteria is applied to the order shipment detail line **information** and again allows **customers** to **select** **based** on any field in the shipment detail table. This underlying architecture allows pre-defined work...

...with the system based on industry specific logic. In addition, Intrepa's business partners and **Logistics** PRO customers can create their own best-practice work types based on configuration data versus program code. -- Paperwork Generation - all paper output generated by **Logistics** PRO can be accomplished by utilizing Lofware and Microsoft Word. By using these tools, customers...

... be able to define custom documents without affecting upgrades and/or program code. The printer **selection**, routing, and other generic information has the look and feel of standard Windows based printing...

... s) that completed each work instruction of a work header (i.e., three users each **picked** two lines of an order **pick**). -- Packing - consists of shipment container packing, container nesting (putting cases or boxes on pallets, etc.), container document(s) printing, **carrier** **selection** /manifesting, container weight, serial number, lot number, and item catch weight processes. Packing preferences can...

... packing process flows. -- Shipping Load Assignment - is the process of assigning order shipments to physical **carrier** loads (i.e., trucks, manifests, etc.) Only those shipments tied to a shipping load are...

... shipping browser allows the shipment builder/planner in the traffic department to build loads, schedule **carriers**, etc. This process of building shipping loads is independent of other processes including the launch (**pick** plan) process. -- Work Browser - several summary views of outstanding and completed work with drill down...

... Key information includes outbound summary, work summary, asset management, and quality history. -- Parcel Manifesting Support - **Logistics** PRO's Windows version supports **Fedex**, **UPS**, **USPS** and will include additional **carriers** in future releases. -- Multi-company - supports the handling of multi-company organizations (i.e., third...

... companies with consolidated distribution centers, etc.). Support is provided for viewing information by company, multiple **shipper** IDs, paperwork (showing shipped from based on company shipping), and allows for shipping of multi...

34/3,K/4

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09999934 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Roadway Express Enhances Web Site to Include Customer-Specific Rating

BUSINESS WIRE

March 10, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 391

...and services.

By entering information into just a few data fields such as origin and **destination** zip code, class of freight, and weight, a rate quote will be

generated using the **shipper** 's up-to-the-minute pricing information, including applicable discount. This feature, called Rate Quote...

...Tools side bar, also includes pricing for expanded service options, such as single shipment, inside **pickup** , notification before delivery and residential delivery. This enhancement offers **shippers** increased accuracy by providing quotes that match actual freight invoices and helps make freight bill auditing easier. The rate quotes are customer-specific and based on the **shipper** 's individual tariff.

34/3,K/5

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07818769 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FaxNet Extends E-mail-to-Fax Capabilities Across E-Commerce, Production, Enterprise and End-User Applications

BUSINESS WIRE

October 19, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 923

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... that are routed to FaxNet servers. The server then renders and delivers the messages to **destination** fax numbers. In addition, Web Fax supports the most common Web development environments today, including...

34/3,K/6

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06476393 (USE FORMAT 7 OR 9 FOR FULLTEXT)

DHL Korea, the fastest and most reliable air express service

KOREA ECONOMIC WEEKLY

August 02, 1999

JOURNAL CODE: FKED LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1223

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... delivery schedules, as one of the DHL technological competitive advantages. Other strong points are electronic **data** interchange, which allows DHL **customers** to communicate **using** standard electronic messages directly with DHL, and desktop shipping services, which can track outgoing and...

... means much more than simply ensuring that time-sensitive documents, packages or freight reach their **destination** on time, and every time.

"Recently, we place emphasis on E-commerce," Park said in mentioning **DHL** 's new service. 'FindKorea,' an E-link for total service for Korea's world-trade, **chooses DHL** as its official courier company. **DHL** Korea had already entered cyber commerce as the **delivery service** for Kyobo, the largest bookseller in Korea. E-commerce is driving much of the growth of the air express industry. and **DHL** is a leader in fulfilling the promises of E-commerce.

34/3,K/7

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03249461 (USE FORMAT 7 OR 9 FOR FULLTEXT)

electronics.net Signs Cindy Margolis as Spokesperson

PR NEWSWIRE

October 27, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 823

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Internet. The venture will rely on CyberShop's expertise in web design and maintenance, web- **based** marketing, **customer** interface/**customer** service, **information** systems and financial operations as well as its existing strategic marketing agreements with key portals...

... plaza.msn.com. Tops will contribute its strengths in inventory management, vendor relations and delivery **logistics**.

CyberShop recently launched egift, the ultimate Internet **destination** for both consumer and corporate gift needs, offering an extensive range of gift items and...

34/3,K/8

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02913842

Central Wireless Partnership Launches RepeaterHybrid Network Coverage of Interstate 5 With Lucent Technologies and Repeater Technologies

BUSINESS WIRE

September 24, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 584

... Lucent Technologies supplies mobile and fixed wireless communications systems that offer global service providers standards- **based** solutions for serving the **information** needs of **consumers** and enterprises. With headquarters in Murray Hill, N.J., Lucent designs, builds and delivers a...

34/3,K/9

DIALOG(R)File 20:Dialog Global Reporter
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01718364 (USE FORMAT 7 OR 9 FOR FULLTEXT)

NetCentric and Kenan Systems Integrate IP Fax With Internet Billing

BUSINESS WIRE

May 18, 1998 8:52

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 481

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... system. Network service providers can manage billing for fax as a value-added service, while **subscribers** can see **information** regarding their account **via** a secure Web interface. Financial information

aggregated by Arbor/Internet can be delivered to the...

... deploy enhanced IP services within their existing network infrastructure. The Arbor/Internet solution has been **selected** by a number of our customers as their multi-service billing and customer care system...

... John Fleming, NetCentric's vice president of marketing and business development. "This integration will provide **carriers** and ISPs with a practical, ready-to-roll-out value-added service that will attract...

Set	Items	Description
S1	987561	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	2840472	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	138916	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	387084	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	125154	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	1047520	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S7	290178	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	2310003	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S9	486861	S4 OR S5
S10	1207500	S6 OR S7
S11	149413	S10(S)S8
S12	9821	S11(3S)S9
S13	56452	S1(10N)S2
S14	404	S12 AND S13
S15	76	S14 AND S3
S16	47	S15 NOT PY>2000
S17	46	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Mar 02 (c) 2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Mar 02 (c) 2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Mar 03 (c) 2006 Financial Times Ltd

17/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02528542 116351248

Internal, vertical and horizontal logistics integration in Italian grocery distribution

Caputo, Mauro; Mininno, Valeria
International Journal of Physical Distribution & Logistics Management
v26n9 PP: 64-90 1996
ISSN: 0960-0035 JRNL CODE: IPD
WORD COUNT: 9857

...TEXT: on physical distribution activities and their relationship with production planning.

The main responsibilities for distribution **logistics** concern operational and strategic decisions[33, 34] connected with the management of customer orders, finished...

...resources, so sometimes they prefer to entrust some of them to external businesses specializing in **logistics** services. Delegation to a third party[35] almost always concerns primary and secondary transport, often...

...distribution process. Whatever choice is made about the degree of decentralization of physical distribution functions, **logistics** requires that industrial concerns have to establish the contractual aspects of the relationship with external...

...warehouse.

With reference to the distribution process, what follows is an analysis, for each main **logistics** function, of technological and managerial solutions which enhance integration between persons, business functions, procedures, and...solutions aim at the optimal use of means of transport by ensuring full loads on **return** journeys.

Computer-based order-management systems in the branded **product** industry

The order cycle for branded industry is strongly conditioned by the internal processes of order management and processing which start with data entry (in the **computer system**), and by product masters controls, by commercial conditions, by overdraft facilities and by the availability of products, and end when **picking** lists are printed. At present the mean time of delivery of Italian producers is about...

...systems and organizational liaison devices
Finished product inventory management is the activity which connects the **logistics** of distribution and the **logistics** of manufacturing in branded industry. The first fixes target stocks for each reference and it...

...integration, between production and distribution planning and, within the distribution network, between central and local **logistics** structures (operational activities scheduling needs both medium-term and short-term forecasts. Business computer-based...

...systems efficiently[39, 40]. Computer-based warehouses have stacker cranes between racking for storing and **picking**, roller conveyors and **automated** guided vehicles for ingoing and outgoing handling. This system has an entry unit in which pallets are identified with an optical scanner,

...integration produces many-to-many relations.

The suggested intervention areas are distinguished according to the **logistics** functions carried out in the channel (Table IV); in particular relating to order management, two...

...standard for bar-coding consumer units, cartons and pallets and they have to respect the **chosen** standards. Distributors, on the other hand should define economic order quantities and frequency of delivery...

...centres of distribution and points of sale, and they should improve the performance of their **automatic** re-ordering systems. Warehousing and handling are involved when the industry chooses to use multi...acts as an electronic mail-box so it takes data and holds them until the **destination** is ready for reception. Furthermore it translates protocols and formats documents according to the standard...

17/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02521901 116351288

Organizing for network synergy in logistics A case study

Juga, Jari

International Journal of Physical Distribution & Logistics Management
v26n2 PP: 51-67 1996

ISSN: 0960-0035 JRNL CODE: IPD

WORD COUNT: 5559

...TEXT: an end in itself, however; it should be aligned with and support the firm's **logistics** flows and business processes. As stated by Braithwaite[19], the structure of the organization should not **determine** the process it manages: first should be the ...that add value to the customer. In other words, the synergy potential should be understood **dynamically**, emphasizing how things are done rather than what is done in an organization.

It seems...

...efforts typically are directed to work flows and processes closely associated with information management and **logistics**, but they may also entail a realignment of operations, administration and management of cross-functional and inter-firm relationships in a wider organizational context.

Network synergy in logistics

In many companies today, the driving force for organizational change is **logistics**. The new organizational model entails a process focus with the re-grouping of key tasks...transport damage incurred during the order-to-delivery process. Current development issues also include the **reverse logistics** process, i.e. the management of **recycled product** flows and packaging materials.

The business planning process is a corporate-level concern with important ...

...of the order-to-delivery process indicates.

The order-to-delivery process

Enso's former **logistics** organization was built on the overriding aim of providing cost-efficient transport of mainly bulk products to the units. A centralized organization was employed with **logistics** responsibilities largely concentrated at the corporate central office. As noted above, however, this solution did...by the redefinition of the order-to-delivery process and related information technology improvements.

After **specifying** uniformities within each pipeline, some of the order/delivery routines could be **automated** to allow convenient processing at the business units. This was especially the case with the...

...eliminated by developments in the European Union. For example, the business units now experiment with **automatic** route plans and bookings that can be confirmed by a single approval from the operator's computer at the business unit. Overseas shipments are harder to standardize and **automate** and are dealt with by specialized staff at the corporate **logistics** office.

Besides changes in formal organizational arrangements, efforts were made to enhance horizontal interaction in...

...formal authority, but the idea is to work through the local teams and the corporate **logistics** management to improve the **process**.

Facilitating interaction and communication between the people who form the links in the pipeline is the...

...speeded up the order processing and delivery routines and have increased the reliability of the **logistics** process.

Changes at business units

The corporate policy to strengthen the divisions and units has...

17/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02518557 116351295

Resource-based theory and strategic logistics research

Olavarrieta, Sergio; Ellinger, Alexander E.

International Journal of Physical Distribution & Logistics Management

v27n9/10 PP: 559-587 1997

ISSN: 0960-0035 JRNL CODE: IPD

WORD COUNT: 11898

...TEXT: following three categories:

Input factors: are generic resources that can be acquired in the market. **Logistics** -related input factors include raw factors (e.g. forklift trucks, warehouse racking, packaging materials, inventory) and raw skills (e.g. loading skills, driving skills, picking skills, **computer - operating** skills). When transformed or applied, input factors become part of the firm's assets or...

...are capital equipment, patents, brand names, articulated and codified knowledge, etc. (Schulze, 1994). Examples of **logistics** -related assets are

warehouses, plant, fleets, railroad systems, satellite-based trucking communication technologies and EDI...
...of their resources (Amit and Schoemaker, 1993; Day, 1994; Schulze, 1994). Two prominent examples of **logistics** capabilities are Wal-Mart's distribution system (Day, 1994; Stalk et al., 1992) and Hewlett...
capability - or strategic resource - aimed at achieving customer satisfaction through inventory availability, timely delivery, less **product** failure and thus fewer lost sales or **returns** /complaints. In fact, many organizations that are succeeding - particularly those operating in commodity or convenience...

...80 new titles released every month, Putnam relies heavily on CF MotorFreight, its primary LTL **carrier**. CF personnel spend many hours with the publisher's transportation staff planning **pickup** and delivery schedules for the launch of each new book. Using CF's **computerized** tracing and image processing systems, Putnam's transportation personnel keep up to date on the progress of all shipments which are continuously tracked to **destination**. Putnam's can trace all shipments, retrieve an electronic copy of proof of delivery and...

...perspective. However, the scarcity or rarity of a capability is equally germane to its distinctiveness.

Logistics distinctive capability as a scarce resource
Many companies are attempting to upgrade their logistical capabilities. This has focused attention on integrated supply chain management and information-based **logistics** partnerships. However, despite these efforts, companies that excel in the area of **logistics** are relatively scarce. At least two reasons can explain this scarcity. First, distinctive **logistics** capabilities involve a complex combination of physical assets, organizational routines, people skills and knowledge, which are not obvious and which require time to develop and integrate. In addition, distinctive **logistics** capabilities may require the formation of relationships with **logistics** suppliers or providers, which are demanding and complex undertakings. Suitable and appropriate partners are scarce...

...competitors by securing successful partnerships are in a better position to develop and enhance their **logistics** capabilities.

For instance, in the JIT II system - a customer-supplier partnership pioneered at Bose...played in the recent development of strategic thinking and its potential for application to strategic **logistics** issues, the theory is not without limitations. For instance, a potentially major limitation is that...

...how these strategic resources are identified in advance, acquired and developed.

For example, from a **logistics** perspective, how do **logistics** managers **determine** which service performance areas or capabilities to focus on and develop in advance? Superior **logistics** performers should work on the premiss that in a rapidly changing world, customer needs and...

...shift. Technology, competitors, regulation, legislation and demographics all impact what companies that are dependent on **logistics** do and how they serve customers. We suggest that a **dynamic** understanding of strategy and strategic **logistics** can be gained by combining RBT with organizational learning theory (Dodgson, 1993; Huber, 1991; Levitt...firms strive to maintain, enhance, or renew their SCAs. This mandates an evolutionary learning and **selection** process, providing a rationale for why firms must

continuously improve their processes and organizational routines...

...to vendors, customers and third parties. Therefore, a firm's strategic resources - like a distinctive **logistics** capability - can most accurately be regarded as **dynamic** phenomena that evolve as a result of advances in technology and management practices.

The evolutionary...

...In this sense, firms co-evolve with their environments. "Over the past three decades, the **logistics** task in many cutting-edge firms has moved from an operational orientation to a tactical...

...cost information technology is cited as the major catalyst for the increased strategic importance of **logistics** (Bowersox, 1991). Therefore, firms need to keep up with environmental changes when developing or enhancing...

...to be updated by means of adaptation to new environmental demands and through innovation. These **processes** are **facilitated** by organizational learning and allow a firm to maintain or enhance its sustainable competitive advantage...

...from the proposed integration of RBT organizational learning perspectives, evolutionary views of competition and strategic **logistics** research are discussed below.

Research and managerial implications

Research implications

RBT has undergone a great...

17/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02500004 116359283

The role of purchasing/transportation in cycle time reduction

Ng, Billy; Ferrin, Bruce G.; Pearson, John N.

International Journal of Operations & Production Management v17n6 PP: 574
1997

ISSN: 0144-3577 JRNL CODE: IJO

WORD COUNT: 7227

...TEXT: by precluding the need for expediting and incoming inspection. Rice concluded that top management, quality, **logistics**, production and engineering must all co-operate to make supplier alliances effective. Connell (1984) reviews...alliance fall into the categories of communications, scheduling, delivery, quality, containerization and packaging, transportation, supplier **logistics**, customer **logistics**, and pilot operations. Muller (1990) reports that sharing information with suppliers can provide higher levels of customer service because retailers can evaluate inventory, **automatically** reorder, adjust billing errors, locate **goods** in transit, accept **returns**, and provide credit in minutes. Andel (1994) surveyed 325 **logistics** executives. The results obtained strongly **indicate** the importance of **logistics** communication as average order cycles decrease and inventory turns increase. Robins (1995) reports on a supplier response system that involves initiatives like flexible manufacturing and quick response programmes with **automated** replenishment. The system reduces cycle time, inventory, and cost.

Porter (1991) considered the effects of...information the carrier must possess to provide high quality transportation service, including: shipment origin and **destination** pairs (a specific origin and **destination** pair is called a traffic lane), aggregate traffic volume by traffic lane, freight flow fluctuation...

...the need for premium, expedited transportation service to avoid disruption of production. Similarly, selling FOB, **destination**, freight prepaid and tracking shipments to ensure timely delivery allows a manufacturer to provide the...

17/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02105940 48889484

The impact of human error on delivering service quality

Stewart, Douglas M; Chase, Richard B
Production & Operations Management v8n3 PP: 240-264 Fall 1999
ISSN: 1059-1478 JRNL CODE: POMS
WORD COUNT: 14626

...TEXT: a two-hour layover. The customer's golf clubs did not arrive at the final **destination**. The customer's phone call to the airline indicated that the clubs were moved to...

...of a communications breakdown was seen with the respondent who was unable to get a **Federal Express** package delivered successfully to his dorm. Delivering the package required special instructions concerning a nearby lobby desk at which the package could be left. The directions were given to **Federal Express** when the package was sent, but there was insufficient space on the label to print...

...component in to be serviced three times. It is Sony's policy to replace a **product** that has been **returned** for service three times. In this case, the component was sent in to Sony first...

...at the room, however, it was discovered that the room was still under construction. The **computer system** at the front desk clearly **indicated** that the room was not currently assigned to anybody and that it was not in ...

17/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02089822 63705384

Strange bedfellows

Quinn, John Paul
Logistics Management & Distribution Report v39n11 PP: 47-56 Nov 2000
ISSN: 1098-7355 JRNL CODE: LMDR
WORD COUNT: 2707

...TEXT: advantage of the discounts by bringing small packages all the way to the USPS Delivery **Destination** Units, the final step before neighborhood delivery. That service, called Airborne@Home, is Airborne's...

...is then flown to Emery's hub in Dayton, Ohio, and subsequently delivered

to the **USPS** Regional Sortation Centers for ZIP-code sorting. Options include two-, three, or fourday service, depending on **destination** and/or **shipper** selection. Shipments can be tracked through either Emery's or the **Postal Service's computer systems**.

DHL's agreement is essentially the reverse of the previous arrangements (**DHL** handles the final deliveries in foreign countries) and is presently much more limited in scope. "Our alliance with [**DHL**] is in a narrow area-expedited documents only," explains McKiernan of the **USPS**. The U.S. **Postal Service** has long worked with foreign postal services through an international postal cooperative organization, essentially handing...

...10 days to two weeks to be delivered in some countries.

To solve that problem, **USPS** last year entered into an agreement with **DHL** to deliver expedited documents from JFK International Airport with a two-day delivery guarantee that Service's major focal points has been **returned goods**. "The biggest headache in ecommerce is **returns**," observes McKiernan. "You can sit in your living room and place an order and it...

...has arranged for some e-tailers to place a link to a special Postal Service **product - return** address on their Web sites. Customers can go to that address, click on it, and...

...After reviewing the options Small-package carriers, continued relative to package size, delivery time, and **destination**, the customer can then obtain rate information, print shipping labels, schedule a pickup, track the...

17/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02089816 63705306

Parcel carriers are helping e-tailers handle returns

Walsh, Etta; Bradley, Peter; Gooley, Toby; Cooke, James Aaron
Logistics Management & Distribution Report v39n11 PP: 24-27 Nov 2000
ISSN: 1098-7355 JRNL CODE: LMDR
WORD COUNT: 706

Bad link

...DESCRIPTORS: **Product returns**

...ABSTRACT: the nation's leading parcel-shipment carriers are offering new programs to help retailers handle **returned merchandise** more efficiently. Both programs ease the **return** of **products** ordered online by allowing consumers to print **return** labels on their home computers. TEXT: Last year, many Web merchants were overwhelmed with packages when droves of consumers began **returning goods** purchased online after the holidays. Now, just in time for Christmas, two of the nation's leading parcel-shipment **carriers** are offering new programs to help e-- tailers handle **returned merchandise** more efficiently. Both programs ease the **return** of **products** ordered online by allowing consumers to print **return** labels on their home computers.

FedEx Express of Memphis, a subsidiary of **FedEx** Corp., has upgraded its NetReturn program to provide for consumer-generated labels. A customer who ...

...from the merchant's Web site. Customers then drop off these packages at one of **FedEx** 's 44,000 U.S. locations. A **FedEx** representative says that more than 150 e-tailers currently are participating in the NetReturn program.

United Parcel Service of Atlanta offers customers the option of printing an on-screen label from their home computers and then either **returning** the **item** to a **UPS** drop-off location or handing it to a route driver. Company spokesman Steve Holmes says **UPS** 's service differs from **FedEx** 's because it **automates** the returns process for online merchants. At its **returns center** , a merchant can tell from the bar code whether the **item** should be **returned** directly to the manufacturer. A merchant can also **select** a shipment-service level, such as ground or second-- day air. Although **UPS** is limiting its returns program this year to a **selected** group of online merchants, it plans to roll it out on a broader basis in the first quarter of 2001.

In providing consumers with online return labels, **FedEx** and **UPS** join the U.S. **Postal Service** , which launched "Returns@ease" two years ago.

DOING BUSINESS

Recent major contract announcements include:

* Haworth...

17/3,K/8 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02075363 62479818
IT unleashed: A virtual bounty
Anonymous
Chain Store Age PP: 24-26 Oct 2000
ISSN: 1087-0601 JRNL CODE: CSA
WORD COUNT: 1754

...TEXT: this year Starbucks signed a five-year pact with Kozmo.com, an Internet-to-door **delivery service** for food, rental videos and other on-demand products. Kozmo is paying the chain \$150 million for the right to place drop boxes for the **return** of videos and other **items** in Starbucks locations in New York, Boston, Seattle, San Francisco and Washington, D.C.

In **return** , Kozmo is offering Starbucks **products** on its website; it delivers Starbucks coffee by the pound as well as other specialty...

...McDonald's has acquired an interest in Food.com, a leading online food takeout and **delivery service** , in order to become the preferred Web **destination** for "anything related to food," according to the chain.

For its part, Food.com created...

17/3,K/9 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02026278 54050152
Reverse psychology

DiMaggio, Julie

Warehousing Management v7n4 PP: 30-32 May 2000

ISSN: 1077-4068 JRNL CODE: WHMG

WORD COUNT: 1389

...ABSTRACT: trend. Kevin Sheehan, president of USF Processors, a Dallas-based reverse logistics provider with 80 **return facilities** in the US, says the emergence of e-tailers, and the high percentage of returns

...TEXT: arena, says Kevin Sheehan, president of USF Processors, a Dallasbased reverse logistics provider with 80 **return facilities** in the United States.

"In many organizations, there still exists quite a significant opportunity for...

...Return has clients send actual customer orders with assigned numbers daily. "So when the customer **returns** the **item**, we've got a file to bounce that **return** order against," he says. Return then uploads that information to the clients so they can...

...always room for improvement. And let's face it: You will always have damaged or **returned items**. In fact, some experts say taking an **item** back into the warehouse can be three times as costly as shipping a **product** out the door. So the key is putting your **returns** to work for you.

In with the old

Warehouse managers face intense pressure to move **product** out of the warehouse efficiently while simultaneously managing **returns**. One important decision they must make is whether or not to outsource their returns processing...

...Often the forward logistics process absorbs all of the people in the crush to get **product** out to customers, and the **reverse logistics** process is starved for attention," says Sheehan. That's often when warehousers turn to third...

...or may not be in that box."

Dr. Dale Rogers, author of Going Backwards: Reverse **Logistics** Trends and Practices and the director of the Reverse **Logistics** Executive Council, says it isn't logical to spend capital on reverse **logistics**. "That's not going to be your core business," he says. "So why do it..."

...return management system (RMS) should include transportation consolidation and a tracking component for bouncing the **returned goods** off of the vendor's database. The RMS should also have effective disposition logic to quickly "figure" whether the **returned product** should be **recycled**, thrown away, moved back to shelf or **returned** to a vendor.

Challenged with reconciling receiving documents with customer return claims, Macmillan Publishing **chose** to outsource its returned books to Return at one of its centralized **returns centers** in Indianapolis. Using its Direct **Automated** Returns Tracking (DART) system, operators captured customer shipment information in receiving with barcode "license plates," and then compared it to actual **product** scanned at **Return**'s 12 scan stations.

DART also dictates disposition, says Sybilrud. After each item in the...

...box is scanned, a letter appears on the screen - per Macmillan's specifications - for either **recycling**, scrapping or **returning** the **item** to stock. He says the operators perform quality checks of **returned merchandise** that DART cannot detect. For example, if a book has a bent cover, it will...

...that can be resold, but not as new.

Monitoring results

Once you've implemented reverse **logistics** at your warehouse, you can monitor your progress and your problem spots. But Sheehan believesUSF Processors provides clients with customized reports so retailers can detect **product** trends by store. It also gives clients a **returned** package analysis that includes package arrival conditions reported by SKU, category and/or lot number...

...inventory are you allowed to have in the building?

Return allows customers to test its **return facility** standards. Macmillan Publishing, for example, created a report card of performance objectives it wanted Return...

17/3,K/10 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01999309 51386702
"To market" in 2000: Old phrase, new meaning
Hill, Suzette
Apparel Industry Magazine v61n3 PP: 38-47 Mar 2000
ISSN: 0192-1878 JRNLCODE: ANM
WORD COUNT: 3375

...TEXT: develop interactive merchandise, assortment, promotion and space plans, and optimize product selection.

Celarix provides online **transportation services**, tracks domestic and international shipments; manages contracts; and evaluates expected landed costs vs. actual.

Value...

...equation," says Lori Schaefer, CEO of MarketMax. "It's allowing partners to preview lines, then **return** to their offices after going to market, review the **products** they saw, make decisions on assortments and colors and sizing, and create the P.O...spanning multiple trading communities. Powered by i2 Technologies' eBusiness solutions, TradeMatrix provides a one-stop **destination** for online collaboration and dynamic trading, e-procurement, spot buying, selling, order fulfillment, logistics services ...based on the category, seasonality and quantity. think we'll find that we get better **recovery** on some **items** in our outlets, some in our clearance catalogs and some in our auctions. We're...

17/3,K/11 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

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01878851 05-29843

I need it now!

Andel, Tom

Transportation & Distribution v40n8 PP: SCF13-SCF16 Aug 1999

ISSN: 0895-8548 JRNL CODE: HLS

WORD COUNT: 1552

...TEXT: held recently in San Francisco. "Availability is important. Mines operate on fractions of a penny **return** to make a profit."

To customers like this, **product** support is a critical supply chain issue and is becoming the most important factor in...

...s why it went with six strategic stocking hubs, outsourced through SonicAir, to support its **central hub**. This helps it support same-day delivery.

Philips is implementing SAP software to give its...with on-board diagnostics.

Vendor-managed inventory

Richard Dunlap, director of supplier development, Worldwide Services **Logistics**, at NCR Corporation, says choosing the right supplier is key to success in service **logistics**, especially when implementing programs like vendor-managed inventory (VMI).

Last year NCR handled 2.1...

...he needs."

About 64 percent of NCR's order volume goes directly to its suppliers' **pick**, pack and ship operations. Although NCR never sees the physical orders, it has visibility to them. When a supplier ships an order, an invoice is **automatically** transferred into NCR's system. NCR then closes the order and pays the bill. Because...

...that leads you to readjust your own capabilities or into a new relationship with thirdparty **logistics** providers is a matter of culture and budget. Which path can your company afford to...

17/3,K/12 (Item 12 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01865744 05-16736

News from Europe

Anonymous

Management Services v43n4 PP: 24 Apr 1999

ISSN: 0307-6768 JRNL CODE: MNS

WORD COUNT: 1031

TEXT: Telecoms **carrier** choice

Some countries are proving slow at adopting Brussels laws on giving users freedom to **select** whichever telecoms **carrier** they wish to use so the Commission proposes to impose **automatic carrier selection** measures.

Telecomms users will instruct the **carrier** to which they are directly connected - BT in most UK cases, of course - that calls long distance and international calls are to be routed locally to a different **carrier** 's local exchange for forwarding to their **destination** . Making this a condition of the business agreement eliminates the need for software which adds...

...there. Indeed, in the UK it may be better to retain the prefix method. Changing **carriers** for a better price deal is then under one's own control. Using the contract route one is relying on the **carrier** 's people/system to effect the change.

Public buying rules to be expanded

Due out...

...than the existing packaging and waste disposal directives. The idea is that electrical and electronic **goods** , at the end of their useful lives, will be **returned** by customers to the shop which will then return them to the wholesaler and so...

...old washing machines et al back along the supply chain if they establish their own **recycling** disposal **facilities** doubtless at a charge to manufacturers for taking the burden away from them. We also...

17/3,K/13 (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01863211 05-14203

Many happy returns

Meyer, Harvey

Journal of Business Strategy v20n4 PP: 27-31 Jul/Aug 1999

ISSN: 0275-6668 JRNL CODE: JST

WORD COUNT: 2879

...ABSTRACT: shell out more than an estimated \$35 billion annually for handling, transportation, and processing of **returned products** , according to **Reverse Logistics** Executive Council. And that estimate does not include disposition management, administration time, and the cost ...

...be missing a chance to turn liabilities into assets. This new frontier of management is **reverse logistics** - the handling and disposition of **returned products** and use of related materials and information. Some businesses believe that monitoring this operation enhances...

...TEXT: are finding that reverse logistics offers them a way to make a profit from their **returned goods** .

WATCHING TRUCK AFTER TRUNK, FILLED WITH SHINY new **product** , roll out of the distribution center is a sight to warm any executive's heart...

...have been rolling in. But those same executives will do their best to ignore the **returned products** piled in a heap in the back corner of the distribution center. If the outgoing...

...shell out more than an estimated \$35 billion annually for handling, transportation, and processing of **returned products** , according to the **Reverse Logistics** Executive Council. And that estimate doesn't include

disposition management, administration time, and the cost...

...to improve customer service and even to increase revenues.

This new frontier of management is **reverse logistics** -the handling and disposition of **returned products** and use of related materials and information. And after companies have downsized, reengineered, TQMed, racheted...

...challenges to reverse logistics: It takes considerable time, effort, and cost to install a wellmanaged **product return** disposition system. And, unfortunately, off-the-shelf, stand-alone software specifically designed for reverse logistics...

...warnings from the bridge of the Titanic.

Problems and Opportunities

Companies have been dealing with **product returns** for eons, of course. But it was only about a decade ago that major retailers established more liberal **product - return** policies. Today, for instance, Land's End, a Dodgeville, Wis., catalog retailer, invites consumers to **return** any **product** at any time, in any condition, for a full refund. Such policies have turned a...

...online, manufacturers will have to learn how to handle returns.

Unfortunately, however, few companies manage **reverse logistics** well. Some simply ignore it, because **product returns** aren't sexy, they reduce **products** ' profitability, and, says John Fontanella, service director of supply chain execution for AMR Research, Boston...
...first place."

Reverse logistics planning can also be extremely complicated. It involves better gatekeeping of **returns** , quick disposition of those **products** , sound financial, warehouse, and transportation management, and well-defined **recycling** , refurbishment, and other return reuse features. It combines relevant software, policies, practices, systems, and training with commitment and dedication. Further complicating matters is that each **product** has its own life cycle, and each **return** may require different treatment, depending on whether the **product** is defective, damaged, recyclable, or repackageable.

"(**Reverse logistics** management) can be a very, very complex strategy, and you have to have a complex...

...impossible." Despite the challenges, some firms are managing reverse logistics admirably. Consider the fact that **returns** can be as high as 50% for **goods** sold online, but Office Depot Online, a division of the large office-supply retailer, is...which reduces unnecessary duplicate orders. "All this helps to make sure customers get the right **product** the first time, and that helps reduce **returns** ," says Elizabeth VanStory, vice president of Office Depot Online, San Francisco. Another firm in the forefront of reverse **logistics** management is Estee Lauder. The New York-based cosmetics company is not only doing a...

...returns and shaving costs, it also reportedly derived \$250 million in revenue last year from **returns** , which now represent its third most profitable **product** line.

(Photograph Omitted)

At the heart of Lauder's **reverse logistics** operation is its proprietary software system. Since the system has been up and running, the...

...recouped the system's \$1.3 million in development costs within one year.

The system **automates** the previously time-intensive process of sorting through returns. When Lauder receives **returns**, it scans package bar codes to **determine** the **products'** expiration date and condition, according to a published account. Based on this information, it can...

...offshore, markets, or distribute them to charities. In addition to enabling the firm to resell **returned goods**, the system also is a source of more detailed information on why **goods** are **returned**. But some **reverse logistics** practices are aimed at nipping the returns problems in the bud. At one time at least half of the **products returned** to Sharp Consumer Electronics were in perfect working order, says Ira Miller, the company's...

...the Mahwah, N.J., consumer electronics manufacturer added simple but effective elements to its reverse **logistics** program.

For example, Sharp significantly shrunk its VCR **returns** over the past three years by making **products** easier for consumers set up. Now, for example, the clock on the VCR is set...

...retailer's computer system automatically provides guidelines to help clerks make disposition decisions on each **returned product**. Since the system makes most of those decisions, **returns** that piled up at the stores because of clerks' indecisiveness have shrunk considerably. A sophisticated ...

...They can be used to perform customer reconciliations and track the condition and number of **returns** of each **product**. If a manufacturer's **returns** are exceptionally high, retailers can use that as leverage during future negotiations. The inventory management...
...disposing of them. Obviously, disposition can't be left with every store that bought the **product**. That's why centralized **return centers** (CRCs) have become popular among retailers and manufacturers. They offer a means for lowering transportation...

...innovative approaches to reduce scrap and even produce surprising revenues.

(Photograph Omitted)

Captioned as: Centralized **returns centers** produce economies of scale for returns management.

Some companies have been able to resell **returned** but undamaged and nondefective **products** at no discount to the same distribution channels-sometimes all that's required is simple...

...their brands, which they've spent billions to develop," says Wyland. "In the past, some **returned products** were buried in landfills because manufacturers didn't want their high-end brands showing up...

...be stripped for parts or recycled. For example, Black and Decker announced a goal of **recycling** 100% of the **products** it would otherwise scrap. Yet other companies are paying more attention to reducing and

reusing...

...contributing to trimmed costs and enhanced revenues, Fontanella suggests the ultimate benefit of effectively managing **reverse logistics** is the information generated on **product returns** and related materials that can be shared within the company.

"The **returned goods** aisle of a warehouse is a window to mistakes in engineering, sales, manufacturing, and distribution...

...economies of scale, because they can typically process returns of many customers in their centralized **return centers**," which are often located throughout the world. And some third-party providers can integrate a...

17/3,K/14 (Item 14 from file: 15)
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01840199 04-91190

"In the business" of fencing: Making sense of federal sentencing enhancements for dealers in stolen goods

Lanter, Dean

Texas Law Review v77n6 PP: 1485-1525 May 1999

ISSN: 0040-4411 JRNL CODE: TRX

WORD COUNT: 21262

...TEXT: locked storage units located in Arkansas, Oklahoma, Texas, Kansas, and Missouri.⁴⁹ They loaded the **goods** into a stock trailer and **returned** to Oklahoma where Burgess alone sold the **items** through his business, Truman's Auction House, and then split the proceeds with Collins.⁵⁰...the "in the business" enhancement to Esquivel were that he stored the goods in a **central storage location** (a warehouse leased in his name), sold the stolen shoes to multiple customers, and earned...circuit split on the issue.

In applying the totality of the circumstances test to the **instant** case, the St. Cyr court **determined** that the enhancement was not applicable to a defendant who bought twenty-two stolen sweaters...

...paid for the jewelry by cash or postal money order made out to cash, utilizing **Federal Express** to conduct illicit transactions behind the cover of the stamp and coin shop for one...that the defendant's fencing business hid the 350 cases of stolen shoes "in a **central storage location** ").

228. See STEFFENSMEIER, *supra* note 2, at 258 (listing up-front cash as one of...

17/3,K/15 (Item 15 from file: 15)
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01808212 04-59203

Lending to telecommunications companies: The BankBoston strategy

Rainie, Shepard D

Commercial Lending Review v14n2 PP: 16-25 Spring 1999

ISSN: 0886-8204 JRNL CODE: CLV

WORD COUNT: 5553

...TEXT: exists for commercial banks to build a portfolio of telecommunications credits that enjoy relatively attractive **returns** and balanced risk. This **article** will describe the following:

the regulatory history of the industry with emphasis on the current...

...which was comprised of a number of local exchanges. A local exchange consists of a **central** switching **facility**, the telephone lines that connect each end-user home and business to the switch, and...break data transmissions into pieces ("packets") that are placed into electronic envelopes including origination and **destination** details and then dynamically transmitted to the end **destination** over any of several paths between routers. If any packets fail to arrive or are...
...setup time, instead using tiny fractions of a second to route each packet toward its **destination**. The capacity utilization of a packet-switched network greatly exceeds that of a circuit-switched... telecommunications industry can span a very broad range of risk/return opportunities, from large legacy **carriers** with minimal risk and commensurable returns to virtual start-**ups** with much greater risk and more substantial interest spreads. Given the wide array of choices, commercial lenders can largely **select** the appropriate risk/return set for their institutions. Regulatory policy clearly supports increased competition, and rapid changes in the underlying technology of the networks will change the competitive **dynamic** and efficiency of different **carriers**. Thus, an industry that for decades has been highly reliable and predictable is experiencing a new **dynamic**, including growing change and challenge to legacy **carriers**, consolidation, and significant new opportunity from emerging segments and **carriers**. These changes will lead to a shift in market share. Lower pricing, bundling of services...

...like the Internet will drive increased demand that, because it is incremental, will help new **carriers** to rapidly build a large revenue base. There are and will continue to be ample...

17/3,K/16 (Item 16 from file: 15)
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01795778 04-46769

Outsourcing: Reverse logistics push into high gear

Anonymous

Discount Store News v38n6 PP: S8-S10 Mar 22, 1999

ISSN: 0012-3587 JRNL CODE: DSN

WORD COUNT: 985

...TEXT: customers and are assigning outside resources to execute duties normally handled in house.

Kmart's **returned merchandise** is scanned at stores' customer service counters and sent to a Genco collection center. Information collected at the stores is transmitted to a computer in one of four **returns centers** operated by Genco. Genco staff scans **product** again as it arrives at the center, verifying and matching up incoming shipments with data...

...involves the "Value Inspection Program" (VIP) which is a brand-new component of Genco's **reverse** logistics services. Thomson **product** dispatched from Target outlets to Genco's **return centers** is examined, with such information as reason and cost for return and place of sale recorded in the provider's proprietary system. Disposition of **returned**

items is then determined, in line with a joint vendor/retailer definition of valid and invalid...

...returns and chargeback amounts, purports Frank Niglia, vice president of customer service at Genco.

"Reverse **logistics** is a thorn in the side of merchants and manufacturers alike," asserts Jim Fields, vice president of business development at Menlo **Logistics**, Redwood City, Calif. "Outsourcing removes much of the expense inherent in evaluating, repackaging, refurbishing and testing **returned merchandise**. The more people that touch the **product**, the higher the cost."

With this in mind, Word Entertainment, a marketer and distributor of contemporary Christian music, signed a reverse **logistics** agreement with Menlo last fall. Menlo's scope includes overseeing CDs, cassette tapes, videotapes and...

...Nashville, Tenn., headquarters.

Menlo employees involved in managing the warehouse now enlist its recently introduced **Reverse Logistics** System to **determine** the disposition of unused, damaged and outdated **product**, based on pre-set parameters in the software. Word executives believe the application will better service retail accounts by hastening returns processing through **automated** return authorization request generation. This should allow credits on rejected wares to be taken far...

...too high for [merchants] to handle themselves." Breaking new outsourcing ground clearly extends beyond reverse **logistics**. Benton Harbor, Mich.-based Whirlpool Corp. has shifted the supervision of some 700 raw materials purveyors onto the shoulders of Ryder Integrated **Logistics**, Miami. The project is a recently initiated offshoot of an original contract with the appliance giant, under whose terms Ryder was to put a lid on spiraling **logistics** costs by coordinating all transportation of goods from 11 Whirlpool plants to customers' distribution facilities...

17/3,K/17 (Item 17 from file: 15)
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01757692 04-08683
IT delivers for UPS
Bartholomew, Doug
Industry Week v247n23 PP: 58-64 Dec 21, 1998
ISSN: 0039-0895 JRNL CODE: IW
WORD COUNT: 2186

...TEXT: find ways to provide them more services."

The advent of the Internet alone has boosted **UPS** ' business and provided it with untold new opportunities for connecting with more customers. "The Internet...

...chain is going to change dramatically as a result."

Currently, more than half of all **UPS** shipment-order information from customers comes into the company electronically. That's saying a lot, considering that each day **UPS** deals with 1.6 million customers who ship

12.1 million packages and documents.

In addition to increasing the number of **shippers** that connect with it electronically, **UPS** plans to make similar connections to the **shippers** ' customersthose receiving the packages. "They want to know what they'll be getting on that..."

...That's very important to the customer who doesn't want inventory sitting around."

Currently, **UPS** drivers, after making a **pickup**, transmit data on the shipment to headquarters by inserting a handheld "delivery information acquisition device" (DIAD) into a holding slot on the delivery truck. **UPS** also is testing new technology that will enable drivers to transmit shipment information **instantly** to the company's mainframe computers immediately after entering it into the handheld device.

"We..."

...of the actual package itself," Darden says.

Customers can get shipment-status information by calling **UPS** ' telephone voice-response system and entering their tracking number. Some 40% of customer inquiries are...

...says, "so that our customer-service people can spend more time on other [customer] problems."

Shippers also can use the Internet to access the **UPS** Web site (www.ups.com) to obtain shipment-tracking information, as well as to check shipping rates and verify proof of delivery. Web users also can access **UPS** services via search engines such as Yahoo! and Infoseek.

UPS is readying a new Internet...

...and can be used to transmit anything that can be digitized.

(Photograph Omitted)

Captioned as: **UPS** Worldwide **Logistics** owes its very existence to information technology.

The backbone of all of **UPS** ' information-based services consists of two data centers with more than a dozen mainframes and a worldwide network called UPSNet. **UPS**, in fact, maintains what it claims is the largest IBM DB2 mainframe database in the...

...terminals and devices on its fleet of vehicles.

Many regular customers take advantage of the **UPS** OnLine family of electronic services. These are accessed via **UPS** ' own proprietary Windows-based software that runs on a PC or other computer and creates a direct two-way connection between the customer and the **UPS** database. The service simplifies shipment processing and makes detailed shipment information more readily available throughout the entire shipping cycle.

For companies that **choose** not to use a computer to transmit and access shipment data, **UPS** has OnLine TeleShip, an **automated** system using a telephone that stores and accesses shipping data.

In the latest wrinkle, **UPS** systems are connecting directly with major customers' enterprise-resource-planning (ERP) systems. Called **UPS** OnLine

Host Access, the service provides a seamless interface between a **shipper**'s core business systems and **UPS**' IS network. **UPS** has given software-connecting data, called applications programming interfaces (APIs), to such leading ERP software firms as PeopleSoft Inc., Oracle Corp., and SAP AG.

But of **UPS**' myriad high-tech activities, those that are making the biggest inroads into new markets-and...

...taking over the warehousing and other supply-chain activities of many companies," says Ken Lacy, **UPS** senior vice president and CIO.

One customer, Gateway Inc., uses **UPS** WWL to package the various parts of its personal computers before shipping them to a...

...markets worldwide. The company contracts with WWL to manage its shipments between plants, distribution centers, **recycling centers**, and retailers. This includes movement of both new auto batteries and used **products** destined for **recycling** and covers both land and rail shipments.

Key pieces of WWL's service to GNB...

17/3,K/18 (Item 18 from file: 15)
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01532159 01-83147

101 ways to cut transportation costs without touching rates

Cisneros, Lee

Distribution v96n12 PP: 64-65 Nov 1997

ISSN: 1066-8489 JRNL CODE: DWW

WORD COUNT: 1530

...ABSTRACT: including the following: 1. Properly define the product so it can be considered a "recyclable" **item**. 2. Avoid running the risk of potential low **recovery** in case of a claim for loss and damage by specifying the proper released valuations...

...TEXT: provision, the local rate was paid to the intermediate point. When shipped to the final **destination**, the difference between the through rate from the original point of shipment to final **destination**, less the amount previously paid to move the product to the intermediate point, was paid...

...receiver pays for the product before it can be released to the receiver by the **carrier**. There are many reasons for this, but one example would be poor credit risk of...

...and therefore require some very special notations on bills of lading to insure that the **carrier** is fully informed about how to arrange for the payment prior to delivery. Since proper...

...shipment was picked up and the bill of lading executed, failure to properly inform the **carrier** can result in some very substantial losses, with no recourse to the **carrier**.

46 Execute appropriate lease arrangements for privately-owned rail cars. Rail cars can be placed into a **carrier** service, which provides better control of shipping as well as assurance that the equipment is clean (and that the **shipper** knows the equipment is clean). These services also let the **shipper** know the location of his fleet at all times. Rail **carriers**

must approve such placements into service, since they are obligated to pay a **shipper** a fee for having furnished an equipment entity. The cars are free of demurrage as...value of the car furnished. Mileage allowances are paid by each railroad directly to the **specified** agent or the owner, and only for the miles traveled on each railroad. This is...

...of these payments is important and can be easily done by setting up a standard **computer program** to cover the mileage and the payments expected on the moves of each car. Errors...

17/3,K/19 (Item 19 from file: 15)
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01505686 01-56674

When saving lives is the issue

Thuermer, Karen E

World Trade v10n10 PP: 73-76 Oct 1997

ISSN: 1054-8637 JRNL CODE: WLD

WORD COUNT: 2225

...TEXT: to contain costs. For this reason, many are turning to freight forwarders and third party **logistics** operators to outsource costly functions.

Bristol-Myers Squibb recently selected Philadelphia-based BDP International Inc., as a long-term **logistics** partner for its export air and ocean **freight business** for the Central American and European trade lanes for the company. Bristol-Myers Squibb has...

...business practices worldwide, including the outsourcing of non-core services such as transportation.

By outsourcing **logistics** to third party operators, pharmaceutical and healthcare companies can reduce inventory, overhead, labor, and warehousing ...

...of information," says Diane Hoffman who handles air freight for BDP

SonicAir, a third party **logistics** operator, is taking an active role by specializing in the medical industry. Its clients include large medical imaging manufacturers such as Toshiba Medical, **Picker**, GE Medical, Siemens Medical Ultrasounds, Philips, Medical Lab **Automation** (MLA), Genzyme Tissue Repair, and Baxter BioTech.

"Not only is customer satisfaction improving, our clients...

...post-surgery, heart attack situations-to expand its services into Canada. SonicAir provides third party **logistics** services for MLA in the United States.

(Photograph Omitted)

Captioned as: Bigger issues: When lives...Or the vendor may upgrade his product, or the doctor may suddenly order a special **item**, necessitating **product return** -called **reverse logistics** -and replacement on a tight schedule. "The **product** must be there well ahead of the operating room schedule, whether the OR is in...

...ship blood plasm worldwide. Air freight is utilized when shipments need to arrive at their **destinations** fast.

"Some of its products must remain frozen or cool while in transit," says Mladen...

...in Los Angeles.

This can be tricky because the plasm must be delivered to its **destination** before the effectiveness of the dry ice wears off.

Booking direct or connecting flight, particularly...

...so that they can supply sufficient dry ice to see the shipment to its final **destination**," he says.

In most cases, perishable shipmentsof which plasm is one-are the last a...

17/3,K/20 (Item 20 from file: 15)
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01397626 00-48613

The 'top 25' ocean carriers

Anonymous

World Trade v10n4 PP: 52-54 Apr 1997

ISSN: 1054-8637 JRNL CODE: WLD

WORD COUNT: 2426

...TEXT: just-in-time logistics programs, contract warehousing, dedicated transportation services and finished-goods distribution.

Caliber **Logistics** has invested heavily in people, business processes and information technology," said President Tom I. Escott. "Those investments are paying off. We are providing our customers with world-class **logistics**."

Caliber **Logistics**, port of industry giant Caliber System Inc., serves customers worldwide through its overseas **logistics** team, headquartered in Leiden, the Netherlands. Innovative techniques are practiced abroad, such as the ability to launch products destined for Europe, the Middle East and Africa via Caliber **Logistics** shared-use warehouse in Europe. Caliber **Logistics** provides seamless, integrated solutions, both domestically and internationally.

"A strategic partnership with Caliber **Logistics** delivers unmatched levels of performance and satisfaction," Escort said. Corporate giants such as Chrysler Corp., HewlettPackard Co. and GTE turn to Caliber **Logistics** for their **logistics** needs. Many smaller companies are turning to Caliber **Logistics** as well. A recognized leader in the highgrowth contract **logistics** industry, Caliber lLogistics has expertise across the entire supply chain, from inbound materials management through finished goods distribution.

An important element of the company's service is improved information exchange. Caliber **Logistics** transportation management programs use advanced electronic data interchange to speed communications between customers and their suppliers. Faster communication translates into more cost-effective **logistics**. An example of the company's technological

leadership is Caliber **Logistics** Rite Routing Systems--a unique, highly **automated**, centralized traffic management service that manages customers daily transportation needs to Caliber **Logistics** routing control center in Hudson, Ohio. Using customized Rite Routing technology, associates can effectively manage customers inbound or outbound shipments- **selecting** the mode and **carrier** that will best meet delivery requirements at the lowest possible cost.

Founded in 1984, Houston, Texas-based Eagle USA Airlight has quickly established itself as a leading provider of **logistics**, air freight forwarding and other **transportation services**. Eagle USA has aggressively expanded to serve customers from any city in the United States ...

...outsource to a third party. Roadway's logistics services include the processing and sorting of **returned goods**, shipping and routing management, short-term warehousing and distribution services, and inventory balancing and redistributions...

...efficiency of supply chains. At a moment's notice, shipments can be diverted to another **destination** while still in transit. Product orders can be verified even after the goods are halfway to their **destinations**, using either minivans, econo-type vans, trucks or tractor-trailers. Using Customer Link, a two...

17/3,K/21 (Item 21 from file: 15)
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01394229 00-45216

Substitutes for letters of credit sales: A seller's lot is not a happy one
Murray, Daniel E
Commercial Law Journal v101n3 PP: 189-233 Fall 1996
ISSN: 0010-3055 JRNL CODE: CLJ
WORD COUNT: 20652

...TEXT: letters import the carrier's liability to the consignor to collect the cost of the **goods** from the consignee, and, if not collected, to **return** the **goods** to the consignor.5

This definition is much less helpful than the ones obtained in...letters import the carrier's liability to the consignor to collect the cost of the **goods** from the consignee, and, if not collected, to **return** the **goods** to the consignor.21

The court clearly implied that C.O.D. meant a cash...prior sales debt owed to the seller from the previous year. The carrier delivered the **goods** directly to the buyer, and the bank **returned** the unpaid sight draft to the seller. The seller then sued the carrier for misdelivery...greater damage liability, the measurement of damages was the value of the goods at their **destination** at the time of delivery. A seemingly clever scam was revealed in Salvo Machinery Co...

...Salvador. The seller sent letters to the airline for delivery to customs with instructions to **return** the **goods** to Louisiana. Customs denied having received the first letter, and, after some confusion, the **goods** were never **returned** to the seller. The seller sued the airline, and the courts held that the airline...the time of acceptance at the forwarding station may be less than their value at **destination** and hence less than

the purchase price paid or to be paid by the consignee...origin, and that the Merchant Marine Renewal Tax had been paid in the port of **destination**. The carrier's Brazilian agent issued this carta declaratoria to the buyer; the buyer then...

...letter of guarantee signed by itself, and the Red Sea Shipping issued the delivery ordering **return** for the guarantee. The **goods** were delivered to the governmental agency, but were not paid for upon delivery. Subsequently, part...of negotiable bills of lading in the possession of a bank at the port of **destination** .114

On the other hand, when a charter party provided that "(i)n all cases...and he/she knows that it is a custom in that foreign port for ocean **carriers** customarily to deliver goods upon receipt of bank guarantees without the necessity of the presentation...

...removes the hides from the bonded warehouse and sells them and then goes bankrupt, the **carriers** are not liable for delivery without obtaining the surrender of the original bills of lading make it mandatory in the bills of lading for the **carriers** to secure the surrender of the bills before delivering the goods to the buyer. The **carriers** were not liable to the seller under the Harter Act and the Pomerene Act. The fact that the **carriers** in this case obtained letters of guarantee from the notify party-buyer were simply treated...

...goods for cash in advance, cash on delivery or on letters of credit. In the **instant** case, the seller's agent instructed a freight forwarder to ship the jeans to a...

...he was not sure what it meant. The "sight draft" for each of two shipments **specified** that a Stockholm bank should deliver the shipping documents against payment; unfortunately, the air waybills...

...The Eleventh Circuit¹³³ has recently joined the First¹³⁴ and Second¹³⁵ Circuits in holding that a **carrier**'s failure to "handle this shipment on a sight draft basis" under which the buyer must have paid the bank for the purchase price before obtaining the goods from the **carrier** was to be described as a misdelivery and not a maritime deviation. As a result of this classification, the **carrier** could successfully assert the one year limitation period under COGSA and the \$500 per package...

...original contract of carriage is abrogated and may not be utilized to protect the defendant **carrier**. However, the Fifth Circuit has held that although misdelivery is a wrongful deviation, this does...

...from New York to Port Harcourt, Nigeria. The six bills of lading issued by the **carrier**'s agent had the following legend stamped on their faces:

CARGO TO BE RELEASED ONLY...to agree to discharge of the cargo against production of a Bank Guarantee."las The **destination** port was changed to Vyborg, Russia. The shippers sold the bills of lading to the...indorsed? The large, red print should be printed in the language of the port of **destination**. The large red print could also forbid the delivery of the goods under a "bank...

17/3,K/22 (Item 22 from file: 15)
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01380503 00-31490

The supply chain's most neglected link

Engler, Natalie

Software Magazine v17n2 PP: 72-79 Feb 1997

ISSN: 0897-8085 JRNL CODE: SMG

WORD COUNT: 2796

ABSTRACT: According to the US Department of Commerce, nearly 60% of all Fortune 500 companies' **logistics** costs are spent on transporting products from manufacturers to distribution centers or retailers. Today, thanks...

...executives are beginning to see transportation management as a vital business strategy. Companies now must **decide** whether to outsource transportation or reengineer it. Corporations such as retailer Pamida Inc. and plastics...

...RS/6000 with an Oracle database. Rohm and Haas uses Chesapeake Decision Sciences' Manager for **Interactive** Modeling Interfaces software to make long-term strategic decisions. ...

...TEXT: these items along a national network comprised of thousands of vendors, three distribution centers, one **return center**, one bulk center, one national **return center**, and stores that are located in rural towns throughout Midwestern, North Central and Rocky Mountain...Day chocolates she needs. "The key to keeping our customers happy," says Abney, "is keeping **goods** on the shelves." ohm and Haas, too, has seen good **return** on investment from a more concentrated focus on transportation management. Although it is bestknown for than looking at the specific costs and repercussions," says Yount. Take **carrier** selection. Rohm used to evaluate trucking, shipping and rail companies based on periodic reviews and...

...10 business units simultaneously. The goal was to be able to negotiate better contracts with **carriers**, plan more efficient transportation lanes, and make cost-effective decisions about where to locate warehouses...

...own models for supply-chain management and bulk shipping. For its part, Rohm and Haas **chose** Chesapeake's Manager for **Interactive** Modeling Interfaces (MIMI) software based on its ease-of-use, says Yount. The software's...

...region. The bulk truck model enables the company to look at all of the possible **carriers** that deliver to a certain area, forecast volumes across the company and negotiate contracts based...

17/3,K/23 (Item 23 from file: 15)

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01296154 99-45550

Two formulations of the vehicle routing problem: An empirical application and computational experience

Onal, Hayri; Jaramillo, Benito M; Mazzocco, Michael A

Logistics & Transportation Review v32n2 PP: 177-190 Jun 1996

ISSN: 0047-4991 JRNL CODE: LTR

WORD COUNT: 4118

...TEXT: and Desrochers, Lenstra and Savelbergh [5].

The VRP with full-load demand(s) at each **destination** is a special case of

the general VRP and can be formulated as a TSP...

...this paper, this may not be the case. When some customers request multiple deliveries, those **destinations** need to be visited more than once by the same vehicle or by different vehicles...

...approaches, based on mixed integer programming and dynamic programming, which allow multiple visits to each **destination**. The MIP model described below presents a novel integer programming formulation of the VRP. It... day. The daily orders, full truck loads of gasoline and distillates, are delivered to the **destinations** within the next day. The total number of delivery requests, usually varying around 6-7 loads, and delivery **destinations** change from day to day. Because of this variable nature of the demand system, the...

...the daily delivery process is as follows: "leave the domicile, deliver and unload at a **destination**, go to a pick-up point and load the product, deliver and unload at a **destination**, go to a pick-up point and load the **product**, ..., **return** to the domicile by the end of the shift. Occasionally the owned trucks may not...

...carriers are hired to make the remaining deliveries at specified rates which depend on the **destination** of the delivery.

III. The Integer Programming Formulation

Before describing the algebraic form of the...

...variables. In contrast, the number of continuous variables in this model is 300 (excluding common **carrier** deliveries) while the formulation by Miller, Tucker and Zemlin [12] requires 96 continuous variables. On... to N.

IV. The Dynamic Programming Formulation

This section presents a heuristic solution method. Using **dynamic** programming, the optimum route for a single vehicle is **determined** by solving a time

constrained problem without necessarily satisfying the demands at all nodes. The...

...to their maximum capacity. In the latter case remaining deliveries will be made by common **carriers**.

Note that the simultaneity between the routing decisions made for individual vehicles is ignored in...of the trip. In the first stage, the trip from the domicile to each demand **destination** determines the minimum costs. In an intermediate stage, the cost of arriving at each node...the earlier formulations found in the literature in that it incorporates multiple visits to each **destination** if some customers request multiple deliveries as in the empirical case study presented. The number...

17/3,K/24 (Item 24 from file: 15)
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01206980 98-56375
Interstate banking through overnight mail

Schwartz, Gregory A
TMA Journal v16n2 PP: 39-44 Mar/Apr 1996
ISSN: 1080-1162 JRNL CODE: JCG
WORD COUNT: 3159

...TEXT: mail.

First Deposit is a specialized deposit service developed by the bank in collaboration with **Federal Express**. **Selected** Schwab branches now ship daily deposits to a central point, specifically the **Federal Express** hub in Memphis, where they are processed by First Tennessee and posted to a single account, with sub-accounts for each branch. Collected funds are then **automatically** wired daily to Schwab's concentration bank in New York.

This service has allowed Schwab...

...of the busiest times of the day. Each bank account was audited annually, and reconciling **items**, **returned** checks, and requests for check photocopies were managed across the entire bank group by each...overnight mail to another major bank is that items are delivered to the bank's **processing facility** in the middle of the night, usually around 12:30 a.m. This very early...

...p.m., and sometimes as late as 9:00 p.m. The process for handling **returned** checks, reconciling **items**, and check photocopies has been standardized and centralized at headquarters. In short, the laborious, cumbersome...

...had to be forwarded back to the branch, causing further delays. The expeditious processing of **return items** significantly reduces the risk that these checks might become uncollectible. (**Returned** checks are a particularly material issue for Schwab, since its average check size is for ...Check Fee (Moneycenter banks)--\$0.15

Per Deposit Fee (35 checks per slip)--0.06

Returned Item Fees (assumes .01% **return** rate)--0.02

Miscellaneous Fees (estimate)--0.01

National Average Cost per Check--\$0.24...

17/3,K/25 (Item 25 from file: 15)
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01166917 98-16312

Document distribution: The neglected link in the life cycle of records

Sanders, Robert L

Records Management Quarterly v30n1 PP: 57-64 Jan 1996

ISSN: 1050-2343 JRNL CODE: RMQ

WORD COUNT: 6269

...TEXT: Once the volume and diversity of mail make it impossible to rely upon the mail **carrier**'s familiarity with the addressee, it is necessary to develop rational, consistent systems of mail codes. The goal of such systems is to enable any **carrier** who understands the system to deliver mail even when he or she is completely unfamiliar...

...and fine sorting which are necessary to accelerate delivery in a larger organization.

THE US **POSTAL SERVICE** AND ADDRESS STANDARDIZATION

Those of us who are older (a group which sadly now includes...

...even the U.S. mail was based somewhat more upon familiarity. We knew our mail **carriers**, and they knew us--and our dogs. If a piece of mail for us accidentally contained the address of the next door neighbor, the **carrier** neither gave it to the neighbor nor sent it back. He put it in our...

...offer discounted rates for standardized, logically consistent addressing practices that enable the Post Office to **automate** its procedures, and thereby to reduce costs and accelerate processing. These rules make it possible to replace letter- **carrier** familiarity with machine certainty: bar-codes to reflect the precise location of the addressee; mail...

...into groups of the same zip code; and even letters arranged in the order of **carrier** delivery. Of course, to make these **automated** features effective, the rules must **specify** the precise location of each element of these addresses, as well as insist upon the...

...hieroglyphics with standard, typed characters. Although we complain about having to "do more for less" **postal service**, most companies find adherence to the presorting rules worth the savings they reap. Even more important is the implicit assurance that, because it will be handled first, mail which is " **automation** ready" will arrive at its **destination** within the shortest time possible--which, in my experience, has meant "next day delivery" within our metropolitan area. The Post Office's rule-based standardization and **automation** has worked. Indeed, even though we would never admit it to the Post Office, to...

...or other couriers. This is not too hard to understand: While expecting the U.S. **Postal Service** to be even "casually familiar" with the millions of potential addressees of mail in the...

...worked pretty well when we had a staff of 200. However, after that time, mail **carriers** found it significantly more difficult to recognize names and to know for sure the current...find it more difficult than has the United States Postal Service. For the success of **USPS** in converting into an impersonal, efficient system was at least partly due to the fact...

...most common of these is the habit of delivering mail to individual desks. Except where **automated** "mail mobiles" or **automatic** sorting machines using barcodes are employed, it is difficult to justify mail stops at individual...

...to be very self-righteous in upbraiding Nicky for offering such preferential treatment to a **select** few "prima donnas"--until I realized he was delivering my mail individually to my desk...wise to learn the Pavlovian behavioral modification techniques developed by the U.S. Post Office: **Return items** that are addressed incorrectly to the sender and offer inducements to those senders willing to...

...outgoing mail:

* Software-printer packages organize and print address data bases in presort--or even **carrier** route sequence--order.

* Integrated mail machines **automatically** fold and insert contents, **determine** weight, meter postage, and close the envelope.

* With the intense competition among **carriers** for expedited mail, electronic systems to permit rate-shopping between different **carriers** has become very popular. Rate-shopping shipping systems can afford considerable dividends where there is...

17/3,K/26 (Item 26 from file: 15)
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01113697 97-63091

Safety products for the metal industry

Anonymous

Iron Age New Steel Safety Products for the Metal Industry Supplement PP:
1A-15A 1995
ISSN: 0897-4365 JRNL CODE: IAM
WORD COUNT: 9115

...TEXT: dioxide and water.

FILTER EXTRACTS FUMES, DUST

The Filterbox from Nederman, Inc. is a fully **automated** system the extracts and separates welding fumes, metal oxides, lime, pigments, grinding dust and other materials. It uses a microprocessor to manage the **automatic** cleaning. The microprocessor has an **indicator** to signal when the filter needs cleaning, what the current volume of air flow is...

...is contained within an enclosure for use in adverse or aggressive environments often found in **process facilities** The one-stream unit is upgradeable, and options include multiple alarms, multi-stream selection, sample dilution, computer interface and on-board generation of pure air for **carrier** gas.

MAT IS ABSORBENT TO PREVENT SLIPS

The Standwich Mat from New Pig Corp. is...Products Division is designed specifically to handle drips, leaks and spills in the workplace. The **product** features a corrosion-resistant polyethylene pan filled with **recycled** newspaper sorbent materials. Each pan can absorb up to 96 ounces. They are 10-inches...

17/3,K/27 (Item 27 from file: 15)
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01103284 97-52678

Managing information about processes

Davenport, Thomas H; Beers, Michael C
Journal of Management Information Systems: JMIS v12n1 PP: 57-80 Summer
1995
ISSN: 0742-1222 JRNL CODE: JMI
WORD COUNT: 10342

...TEXT: helpfulness and knowledge in telephone order conversations.
Therefore, it measures and tracks such indicators as **product returns**

and their causes, on-time delivery performance, and abandonment rates for calls to its toll...copiers and Otis elevators, for example, monitor their own performance and transmit information to a **central site** for analysis and action. **Federal Express** and **United Parcel Service** use bar code scanning to monitor the time they have had a package. Federal's...the problem. Service staffing policies may need to be reviewed or training programs modified. Like **Federal Express**, IBM is proactive in its information gathering; the service organization does not wait for a...

...problem.

Of course, it will not always be possible to collect process information in an **automated** fashion. Relevance loop information in particular will often not be amenable to such approaches. In...

...the rise of industry-wide performance rating programs that compare multiple firms' performance on a **specified** set of dimensions. The information is compiled either by an industry association or by a...

17/3,K/28 (Item 28 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01099880 97-49274

Chain of demand

Vowles, Andrew

CMA Magazine v69n7 PP: 15-19+ Sep 1995

ISSN: 0831-3881 JRNL CODE: RIA

WORD COUNT: 4018

...TEXT: of the cost-cutting coin is improving customer service through more efficient and timely delivery. "**Logistics** is being woven into customer service," says Long. "We used to look at the issue...

...customer service."

More organizations are turning to new distribution channels, especially so-called third party **logistics** companies that can free up the client to spend more time and resources on ...its transportation needs. "Everything is partnership-focused," says Doug Harrison, managing director of Ryder Dedicated **Logistics**, one major outsourcing firm based in Mississauga, Ont. "They really are strategic alliances to a of large degree."

Information technology

"Real **logistics** is information," says Deyglio. "Information about your inventory is more important than the inventory." Hence...

...letters of credit: all can be produced and of transmitted over the wires from one **computer system** to another through electronic data interchange (EDI). Organizations can use **logistics** software packages to plan the most efficient way to transport goods to various **destinations**. "It isn't how you load the truck that's important, it's how you...

...account not only size and dimension but also customer need and delivery schedules," says Deyglio. (**Logistics** can extend back into the design of a product itself, from optimum package sizes for laundry soaps to genetically engineered produce that can be **picked**, packed and delivered more efficiently.)

In yet another major undertaking, CALM, Industry Canada and the Retail

Council of Canada are conducting a first-ever benchmarking study to assess the **logistics** performance of Canadian organizations, particularly retailers (see accompanying "A **logistics** checklist"). The group will survey organizations about their performance and costs in such criteria as order cycle time, percentage of **products returned**, shipping error rate, vendor fill rate, inventory costs and the use of strategic alliances. Information about best **logistics** practices will ideally enable organizations to set up their own measuring systems, identify gaps and breakdowns in their supply chains, model possible ways to improve **logistics** efficiencies and compare their own performance against those of other companies. The exercise will also...

...S. competitors. Under those scenarios, says Long, "it's absolutely essential that companies know their **logistics** costs."

Carrying costs

How good a job does Canada do in moving goods and materials...order from the DC and the order's arrival at your store?

* What percentage of **goods** shipped to stores is **returned** ?

* What is fill accuracy (percentage of orders without errors) on orders shipped to your stores...

17/3,K/29 (Item 29 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01086973 97-36367

The integrated logistics management system: A framework and case study
Chiu, Huan Neng
International Journal of Physical Distribution & Logistics Management
v25n6 PP: 4-22 1995
ISSN: 0960-0035 JRNL CODE: IPD
WORD COUNT: 6680

...TEXT: shipments of regular orders, emergency shipments of rush orders, the filling of very small orders, **returns** of defective **goods** and various operational mistakes.

Use of information technology

With increasing global competition, many distribution companies...

...via a communications network, usually a direct link network or third-party network, to the **destination** without incurring the delay of mail delivery. Solis[24] pointed out that about 15 per...

...selling EDI software packages and providing information services. On the other hand, the Japan Information **Processing** Development **Centre** reported that, at the end of 1993, at least 50,000 companies were EDI users ...It is important to improve existing DC layouts, to get more efficient machines such as **automatic** order-**picking** equipment and an **automatic** sort/merge system, and advanced **logistics** management techniques involved. These are considered by top management as the right ways to increase...in a pot of boiled Chinese tea.

(8) Although there are infrequent errors in recording, **picking** and

filling orders, continuous improvement is something that all the members in the distribution system must pursue. In addition, success in store **automation**, reduction of order cycle times and avoidance of delays in delivering orders should also be...

...power failure. Conducting intensive employee training and installation of a stand-by uninterrupted power system (**UPS**) would be necessary steps to reduce possible errors and failures.

(10) Replace the manual truck...

17/3,K/30 (Item 30 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01070888 97-20282

Business value of information technology: A study of electronic data interchange

Mukhopadhyay, Tridas; Kekre, Sunder; Kalathur, Suresh
MIS Quarterly v19n2 PP: 137-156 Jun 1995
ISSN: 0276-7783 JRNL CODE: MIS
WORD COUNT: 10399

...TEXT: found significant impact of IT on intermediate variable such as capacity utilization, inventory turnover and **product** quality, but found little impact on **return** on assets or market share.

The contradictory findings on the value of IT are symptomatic...and accurate delivery schedules nor to dramatically reduce buffer inventories.

Chrysler changed the mode of **logistics** operations to fully exploit the improved quality and quantity of information available. For instance, under ...

...old mode, the inbound material flow was inefficient and resulted in less than truckloads (LTL). **Carriers** hauled materials, mixing them as many as four times while moving from suppliers' docks to **destination**. Under the new system, using EDI capability with trading partners, Chrysler has changed the operating...

...operating premise, according to E. Krajca of Chrysler, is a scheduled pickup loop, with the **carrier** picking from several suppliers and returning the reusable containers (Figure 1). (All figures omitted) This...

...acquired three other plants from AMC in the late 1980s). The data were obtained from **computerized** historical records at Chrysler. Site visits were also conducted at **selected** supplier facilities to gain a deeper understanding of the information flows. At Chrysler, input was sought from managers and supervisors from the procurement, **logistics**, and production control departments.

The analysis of the impact on costs was complicated since it...

17/3,K/31 (Item 31 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01004246 96-53639

Get to know carrier costs

Marien, Edward J

Transportation & Distribution v36n3 PP: 86-90 Mar 1995

ISSN: 0895-8548 JRNL CODE: HLS

WORD COUNT: 1880

...TEXT: may be required to hold permits to operate.

This is a situation in which the **carrier** is typically in control of the promised services.

* **Shipper** -contract **carrier** -receiver. **Shipper** and/or receiver (whoever is designated as controlling the freight flow and bears the shipping charges) negotiate with the **carrier** (s) in developing specific service expectations and prices.

The transportation contract must meet certain requirements, based on price, duration, and various other contract provisions.

The contract **carrier** 's services are not held out for the general public but are **selectively** offered to **designated** parties.

* **Shipper** -freight-forwarder- **carrier** -receiver. The **shipper** contracts to provide shipment(s) to the freight forwarder who consolidates shipments for various **shippers** . Consolidated shipments are then given to forwarder's contracted **carriers** to move to **destination** consolidation distribution **carriers** for ultimate delivery to the receiver. The forwarder offers services (including delivery to receiver) with its own scale or list of prices.

* **Shipper** - **carrier** 's commission agent- **carrier** -receiver. The **carrier** has contracted with a commission agent or representative in lieu of the **carrier** 's own direct sales person to promote its services. The **carrier** could be a common or contract **carrier** .

Commission agents do not need authority from public utility commissions.

* Shipper-transportation property broker-carrier...

...services strictly for their company or division to serve customers or in picking up inbound **products** and **returns** . Some private fleets have also obtained authority to move other companies' freight for compensation. Thus ...

...totes, gallons, drums, and other material handling units.

Facilities include material handling facilities at origin, **destination** , and for rehandling at breakbulk and other intransit facilities. Also shipper and receiver facilities for...

17/3,K/32 (Item 32 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00950965 96-00358

The Catalog Age report

Dowling, Melissa

Catalog Age v11n12 PP: 54-81 Dec 1994

ISSN: 0740-3119 JRNL CODE: CTA

WORD COUNT: 7994

...TEXT: international markets. Of those testing or selling to overseas markets, Canada is the most popular **destination** with 71% of the vote; Europe gets a strong second with 50% of all respondents. As in prior years, Japan is ranked the third most popular **destination**, but it shows substantial growth this year by jumping from 31% to 46%. The fourth... receiving, storing, transferring and shipping merchandise."

Fewer catalogers (60% vs. 70% last year) are using **United Parcel Service** 's (**UPS**) Call Tag Service. More than half the respondents this year (51%) do not drop ship...and adjust the dates as needed."

The good news from the 1995 Report is that **product returns** are diminishing. The majority of respondents this year (92%, up from 80% last year) report...

...returns are increasing. This year, 36% of all respondents will pay the shipping charges on **returned items**, which is down from 43% last year. In general, Barry says, "common practice in the..."

17/3,K/33 (Item 33 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00880951 95-30343

Making the journey to enterprise networking

Abou-Arrage, George; Merritt, Ian

Telesis n98 PP: 34-51 May 1994

ISSN: 0040-2710 JRNL CODE: TLS

WORD COUNT: 9229

...TEXT: other members of the Magellan family--Gateway and Concorde--rapidly route the cell to its **destination** according to the appropriate quality-of-service requirements. This technique allows Magellan networks to function...because the Passport/DPN-100 platform provides powerful, networkwide intelligent traffic management capabilities, such as **dynamic** bandwidth management and congestion avoidance, across virtual connections to deliver high-quality, high-performance service...

...the main article). Unlike most conventional solutions, these and several other capabilities, such as path **selection**, function **automatically** across the full scope of the network to make much of the operation of Magellan...

...speed data transport at rates up to 155 megabits per second (Mbit/s), or Optical **Carrier** 3 (OC-3), and offers graceful evolution from frame-relay to Asynchronous Transfer Mode (ATM...the network. Unlike other frame-relay implementations, which merely assess congestion only at source or **destination** nodes, Magellan Passport monitors potential congestion (and triggers notification) across the full length of the...

...source device (such as a router) to stop data from entering the network when a **destination** end device or facility has failed. Under such failure conditions, conventional solutions allow data to enter the network, so that frames must be discarded at the **destination** node; and

* allowed information rate, which enables graceful discarding of data frames at the source...

...process large amounts of network statistics. Instead, it monitors and measures both ends (source and **destination**) of all virtual connections and documents this information in a single accounting record, making it... Patel joined BNR in 1984, as a member of the DMS data planning group. He **returned** to Northern Telecom in 1988, as **product** manager for ISDN packet services. In 1991, he became product manager for Northern Telecom's...

17/3,K/34 (Item 34 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00787787 94-37179

The environment's right for a packaging plan

Andel, Tom

Transportation & Distribution v34n11 PP: 66-74 Nov 1993

ISSN: 0895-8548 JRNL CODE: HLS

WORD COUNT: 2583

...TEXT: Deere has invested \$20 million in a returnable container program with its 111 suppliers. A **computerized** system tracks the containers and **determines** the cheapest method for distributing and recovering the containers. They now have 4,000 containers...

...that, they can provide parts to us at a lower piece price."

Deere uses Roadway **Logistics** Services (ROLS) to manage container transport and tracking. Four on-site ROLS people have set...156

The Paper Stock Report: 157

Plastics Recycling Foundation: 158

Roadway Logistics Services: 159

State **Recycling** Laws Update: 160

United Parcel Service: 161

PACKAGING PRODUCTS & SERVICES

REUSABLE PALLETS AND TOTES

A new line of reusable pallets is available in several...chipboard divider inserted into a die-cut partition pad. Most styles are made from 100% **recycled** material. SONOCO **PRODUCTS** CO. CIRCLE 175

FOAM FOR LESS

IMPAK packaging foam offers effective shock absorption at loadings...

...made from virgin fiber and doesn't have to be removed from used packaging before **recycling**. CENTRAL **PRODUCTS** CO. CIRCLE 167

WRAP COMPACTOR

The ECO-PAC compactor uses hydraulic pressure to compact film...

...to 360 lb. Baled stretch film saves storage space and the cost of shipping to **recycling facilities**. ITW MIMA. CIRCLE 168

17/3,K/35 (Item 35 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00743911 93-93132

The impact of telecommunications on inventory management

Udo, Godwin J

Production & Inventory Management Journal v34n2 PP: 32-37 Second Quarter 1993

ISSN: 0897-8336 JRNL CODE: PIM

WORD COUNT: 4056

...TEXT: and most favorable warranty and transported to the manufacturing site at the lowest cost.

INBOUND LOGISTICS

Telecommunications technology's impact on inventory management can also be viewed in terms of effective inbound **logistics**. The technology is used to control the arrival of the right amount of parts at...

...carrying excessive inventory or running out of raw materials. The ability to precisely control inbound **logistics** via telecommunications reduces the need for safety stocks, holding cost, and disruptions in production due...

...customers via telecommunications systems such as FAX, teleconferencing, or electronic imaging, the manufacturing firm can **determine** exactly the amount of finished goods to produce in a given period. Finished goods can ...

...to low finished-goods inventory, which can lead to cost savings and effective inventory control. **Instant** billings and payments for goods sold contribute to better inventory turnover, which is one of the most important inventory management performance **indicators**.

OUTBOUND LOGISTICS

By using telecommunications technology to monitor and control **goods** shipped to customers, firms can reduce unnecessary costs due to **returned goods** or late delivery penalties. Order-processing time is drastically reduced with the use of FAX and other forms of telecommunications. The impact of telecommunications technology on inbound **logistics** can also apply to outbound **logistics**, since one firm's inbound goods are another firm's outbound goods.

STORING AND DISTRIBUTING INVENTORY

Even after goods or raw materials have arrived at the final **destination**, telecommunications technology plays an important role in storing and distributing inventories. Chain stores, such as...

17/3,K/36 (Item 36 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00725133 93-74354

The Multiple Depot Vehicle Routing Problem with Backhauling

Min, Hokey; Current, John; Schilling, David

Journal of Business Logistics v13n1 PP: 259-288 1992

ISSN: 0735-3766 JRNL CODE: JBL

WORD COUNT: 5572

...TEXT: referred to as "a multiple depot VRP with backhauling (MDVRPB)." The MDVRPB occurs when trucks **return** empty after delivering **goods** to their customers. To minimize these empty-truck-miles, i.e., deadhead travel distances, we...

...dealing with a large number of customers and vendors without severe computational difficulty, particularly when **destinations** (customers and vendors) are reasonably close together. (14) However, the clustering procedure is not without...

...since it creates routes based on the surrogate distances from depots to the centroids of **destinations** rather than actual distances. For instance, clustering may result in very lengthy routes, when (1...from multiple depots to deliver goods to various customers. After a vehicle has delivered its **goods**, it may then pick up **goods** from vendors on its **return** to the depot. The proposed procedure determines the fleet size needed; the allocation of vehicles...

...total of 15 tours from three depots. Twelve of these tours included both deliveries and **pickups** (backhauls), two included deliveries only, and one consisted solely of **pickups**.

The results presented here clearly demonstrate that the proposed methodology can solve practical size multi...

...of the VRPB should consider cost differentials associated with the employment of private versus common **carriers**.

3. Temporal factors can be added to the current study by including timing constraints in...6 (1972): 149-170; B. F. O'Neil and D. C. Whybark, "Vehicle Routing From **Central Facilities**," International Journal of Physical Distribution 2 (1972): 93-97.

(14) Same reference as Note 13...

17/3,K/37 (Item 37 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00661012 93-10233
AIN services get new life in 1993
Glowacz, Dave
Telephony v224n2 PP: 26-32 Jan 11, 1993
ISSN: 0040-2656 JRNL CODE: TPH
WORD COUNT: 1747

...ABSTRACT: tariffed AIN Release 0 offering, Switch Redirect, which allows customers to change, by line, the **destination** of incoming calls. BellSouth has plans for a phased installation of AT&T SCPs in...

...TEXT: Switch Redirect. The service, offered first in Pennsylvania, allows customers to change, by line, the **destination** of incoming calls.

The service grew out of a need to address the disaster **recovery** market, according to Marcia Miro, Switch Redirect **product** manager.

"Anyone who has a large volume of incoming calls that relate to their bottom...

...of day or call volume--became clear. "That's not exactly a new idea; 800 **carriers** can do that today," according to Miro. "However, nobody's doing it for local calls...

...and inexpensively, she says.

A future enhancement to Switch Redirect will let customers modify call **destinations** via their touch-tone keypads. For this enhancement, the RHC's telcos will deploy **interactive** voice response units to receive and process digits, but Bell Atlantic hopes to move these...

...to AIN-compliant intelligent peripherals in the third quarter of this year. The company will **select** a vendor early this year. It also plans a regionwide Centrex offering.

Bell Atlantic currently...

...project manager. The RHC calls these wholesale services, since it would sell them to cellular **carriers**, which would then resell them to users, Ray says.

The RHC conducted central office-based...

17/3,K/38 (Item 38 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00648043 92-62983

In Defense of Activity-Based Cost Management

Kaplan, Robert S.

Management Accounting v74n5 PP: 58-63 Nov 1992

ISSN: 0025-1690 JRNL CODE: NAA

WORD COUNT: 5904

...TEXT: resources required to satisfy them.

Let me illustrate this point with a real example. A **pickup** and **delivery company** (which included overnight express) developed a relatively simple ABC model of its operations. The company...

...and the company had installed excellent processes including bar code reading, remote data entry, and **automated** sorting technology to move these packages from **shipper** to **destination** in a highly efficient pattern. But not all customers packaged their shipments so neatly. One customer used the **delivery service** to ship mesh bags filled with beach balls. Another one shipped uncrated bicycles, and a third shipped unpackaged mufflers. Servicing these customers caused the companies' **pickup** and delivery trucks to be filled up quickly, and the items required special handling and sorting in the **central facility**.

My customer satisfaction zealot friends tell me, "Hey, don't worry about tracing operating costs...but they also can make mistakes. They might over-invest in certain facilities, technologies, activities, **products**, customers, and projects that do not provide desired **returns**, and underinvest in others to which traditional costing systems have overallocated organizational expenses.

It's...

17/3,K/39 (Item 39 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00619494 92-34596

Network Reliability: Planning to Avoid Disaster

Powell, Dave

Networking Management v10n7 PP: 18-25 Jun 1992

ISSN: 1052-049X JRNL CODE: TPT

WORD COUNT: 2755

...TEXT: of a disaster recovery plan--such as redundant lines from alternate carriers, fall-back data- **processing sites**, and automatic backup of local data. However, without realistic and detailed up-front thinking, many...

...real-world environment surrounding each corporate site, the network manager should address some important disaster- **recovery** issues. Jon Grainger, senior **product** support manager/network services for Comdisco Disaster **Recovery** Services, lists several issues that come up frequently in his consultations with clients.

"The first...network.

Another company with a portfolio of integrated disaster-planning tools is CHI/COR. Its **products** include the following:

* Total **Recovery** Planning System (TRPS), which builds detailed enterprise-wide disaster plans. It is used mainly for...Stock Exchange also began to look at adding "pathway diversity" into New York through alternate **carrier** routes. In the event of an outage in the primary connection, the network would instantly...

...floor to SIAC's New York center.

We gathered data from SIAC on which local **carriers** serviced its New York facilities, so that we could plan our systems' automatic **carrier** selections. Each **carrier** had to show us its exact routes, and guarantee not to use other **carriers** across any part of these routes. For what would happen if a secondary **carrier** used a primary **carrier** --which had lines down--for our backup? Complete control over the entire telco route was...

...way to ensure disaster recovery.

Our RFP went out to seven T1 multiplexer vendors. We **chose** Ascom Timeplex LINK/2 + systems because they matched the redundancy of our Stratus and Tandem host computers. In addition, the systems allow **automatic** software-controlled switching. Line capacities can be upgraded through software, with almost **instantaneous** switching to alternate routes. The multiplexers work in conjunction with the TIME/VIEW network management system, which **automatically** notifies managers of glitches and faults in the T1 network. This system also alerts **carriers** when problems occur during off hours.

The Philadelphia Stock Exchange was the first regional exchange...

17/3,K/40 (Item 40 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00609553 92-24656

Urban Logistics

Muller, E. J.

Distribution v91n4 PP: 68-70 Apr 1992

ISSN: 0273-6721 JRNL CODE: DWW

WORD COUNT: 1363

...ABSTRACT: all the components that SmithKline uses in the manufacturing of its medicinal and personal care **products**. The project is part of Clark's business strategy to **recycle** old industrial properties by converting them into multiuse facilities for light manufacturing, assembly operations and...

...TEXT: 3,000 jobs to the central St. Louis area.

It already has attracted three major **carriers**--J.B. Hunt, Schneider National and North American Van Lines--all of which made Union...

...And there is absolutely no space for warehousing, just staging."

Production is driven by a **computerized** planning module, using Lotus 1-2-3 on an IBM system. The system then **automatically** provides all component information, from raw materials through labels, including warehouse **pick** numbers. A **pick** sheet is **automatically** generated in the Union Seventy warehouse, and when an item is **picked**, it is **automatically** noted and considered "in transit."

This obviously requires an efficient shuttle operation between Union Seventy...

...the next several years, when it will be difficult to get real estate deals financed, **recycled facilities** will be a crucial strategy.

"It's not everybody's cup of tea," he adds...

17/3,K/41 (Item 1 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00422295 20001205340B0272 (USE FORMAT 7 FOR FULLTEXT)

Tibbett & Britten Successfully Completes Case Picking Pilot Using Voxware's VoiceLogistics; Central European Distributor Selects Noise-Robust Speech-Based Logistics Solution

Business Wire

Tuesday, December 5, 2000 12:29 EST

JOURNAL CODE: BUSINESS WIRE, COMTEX LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,027

...will have sufficient capacity to allow Tibbett & Britten Hungaria to take on additional third-party **logistics** business. "Hungary is one of the more advanced Central European countries, with a strong economy...

...leverage technology to create a competitive

advantage and distance themselves from their competitors, Tibbett & Britten **selected** the VoiceLogistics web-based **interactive** speech solution to **automate** its case **picking** operations. Vonalkod Rendszerhaz, a Voxware Solution Provider (VSP) in Europe, led the integration and implementation...

...interface product utilizes patented noise-robust speech technology, and implements the VoiceXML standard for the **interactive picking** application. In addition to increased productivity and improved accuracy in **picking** operations, the system improves customer satisfaction through flawless fulfillment.

"The success of Tibbett & Britten's VoiceLogistics pilot in their Hungarian facility demonstrates the significant competitive advantages we deliver our **logistics** and fulfillment customers," said Kevin Land, Voxware's Director of Global Sales. "The European marketplace...

...of the pilot, Tibbett & Britten plans to initially deploy the VoiceLogistics solution in its Hungarian **central** warehousing **facility**, with potential for its other facilities in Europe to be determined as the initial deployment...

...s wireless, web-based interactive speech interface solution that enhances speed, accuracy and productivity of **logistics** and fulfillment operations. VoiceLogistics also seamlessly integrates with the WMS and IT systems of virtually any distribution and **logistics** operation. The VoiceLogistics system includes the VoiceLogistics wireless RF client (patent pending), Voxware's patented...

...industrial environments, their VoiceXML browser, the VoiceLogistics server, the VoiceLogistics suite of VoiceXML applications for **logistics** and fulfillment operations, and Voxware's professional services for installation, integration and implementation.

About Voxware, Inc.

Voxware is a leading provider of **interactive** voice-based solutions for **picking**, receiving, **return goods** processing, cross-docking and put-away operations in the distribution and **logistics** industries. Voxware solutions are available for all major market industry sectors, including consumer goods manufacturers...

...direct to consumer (e-commerce and catalog), food and grocery, package handling, retail, third-party **logistics** providers (3PLs), and wholesale distribution.

Voxware solutions are also deployed in package handling, mail sorting...

17/3,K/42 (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
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00413942 20001121326B1821 (USE FORMAT 7 FOR FULLTEXT)

~~Commerce~~ **Exostructure Enabler Soneta Forms Alliance With Reverse Logistics**~~Leader~~ **GENCO**

Business Wire

Tuesday, November 21, 2000 07:03 EST

JOURNAL CODE: BUSINESS WIRE, COMTEX LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 997

TEXT:

...first Commerce Exostructure(SM) Enabler and GENCO Distribution System, the leading provider of direct and **reverse logistics** services and technologies, today announce the formation of a strategic **product** development and marketing alliance. Under the terms of the agreement, the two companies will collaborate...

...life cycle management, customer support, online customer care, fulfillment, distribution, payment processing, digital fulfillment, **reverse logistics**, **delivery services** and others. By joining the Soneta Service Symphony, GENCO extends its service offering in breadth...

...its services seamlessly available to both Soneta and its Symphony Members.

Soneta synchronizes, streamlines and **automates** the way businesses interact with the Symphony Members. Businesses are empowered to accurately **determine** their resource requirements, precisely identify the service providers and technological capabilities they need, efficiently establish connectivity and end-to-end monitoring capabilities, and **instantly** effect change throughout their infrastructure environment. Soneta's clients are therefore, able to quickly and...

...s returns processing engine will be linked into Soneta's platform so that consumers can **return merchandise** more efficiently. The consumer, who has purchased an **item** from an electronic retailer, would be able to access a Web site, generate a return...

...will be able to recover assets more effectively. GENCO processes over \$6 billion worth of **merchandise returns** annually, servicing more than 13,000 retail locations. GENCO's clients include some of the...

...Wal-Mart, Ames and others.

"GENCO is -- and always has been -- the standard in reverse **logistics** and

asset recovery," said Douglas Mefford, Soneta's director of distribution services. "Soneta is building...
...clients e-commerce services and technologies that improve and streamline the online customer's reverse **logistics** experience.

"With the emergence of e-commerce and other direct sales channels, reverse **logistics** and asset recovery have become even more critical to the bottom-line success of merchants...

...GENCO Distribution System is one of North America's leading providers of product life cycle **logistics** services. GENCO services retailers and manufacturers with a variety of direct and reverse **logistics** services. The company's direct **logistics** services include distribution center management, warehouse management systems, co-pack and fulfillment operations and freight forwarding. GENCO's reverse **logistics** services include e- **returns** , **return center** management, **return center** software, asset recovery services and transportation management.

About Soneta

Soneta empowers commerce by bringing together...

...then harmonizing and optimizing the way they design, build and manage commerce infrastructure solutions spanning **logistics** , customer care, supply chain and order lifecycle management. For businesses, Soneta provides a single point of contact, **automating** and synchronizing the way they **select** , access and manage commerce technologies, third-party service providers and in-house resources. Soneta's...

17/3,K/43 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00367391 20000920264B3645 (USE FORMAT 7 FOR FULLTEXT)
Many Happy Returns - UPS Unveils Advanced Online Returns Solution
Business Wire
Wednesday, September 20, 2000 11:56 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,483

...the sophisticated technology that makes the process hum. It is UPS's most high-tech **returns product** , and arguably the most advanced solution in the industry.
Internet superstore buy.com (Nasdaq: BUYX...

...when the cycle includes a return," said Tom Wright, buy.com vice president of operations. " **UPS** 's web

returns program has helped us increase customer satisfaction at the same time

we...

...multiple suppliers - precisely manage their returns process, and analyze returns data for customer behavior and **logistics** trends. It literally makes

the information surrounding the **returns** process as valuable as the **product**

itself. Here's how:

- Inbound Package Information: Vital package information enables precise inventory management. **UPS** provides the who, what, when and where of returns - who's returning it, what's...

...will arrive and where it's going, which is perfect for companies with multiple suppliers.

- **UPS** Smart Label: Package information contained on the **UPS** shipping label is linked with the tracking number to facilitate internal returns **automation**. This label has three information fields: two for reference order numbers and another for a **Returns Merchandise** Authorization (RMA) number.
- Customizable E-mail: This allows the merchant to send a customized message...

...incoming defective products that are covered by warranty.

- Delivery triggers charges: Shipping charges occur when **returned goods** are actually received, which also can trigger customer credit. Some other returns solutions require pre...

...return, which

improves customer service and reduces costly person-to-person call center queries.

- Multiple **Destination** Routing: This is critical for those companies using multiple suppliers, or web portals that aggregate numerous sellers. The feature also enables merchants to route certain products to **specified** stocking locations for disposal or liquidation, or warranty items to original manufacturers. This feature also...

...costs because packages are

returned to the right vendor location on the first shipment.

- Proactive **UPS** Service Locator: Users receive a URL, which when clicked, provides lists, directions and even maps to the nearest **UPS** drop-off location.
- Adaptability: The product is adaptable to all sets of unique business rules...
- ...policies. This enables the merchant's site to either accept or decline both transportation and **product** charges, based on the reason for the individual **return**, e.g., buyer's remorse.
- ASP Structure: Because **UPS** online returns service is hosted by a third party ASP, businesses can enjoy the benefits of complex technology without undergoing the hassle and expense of an extensive IT implementation.
- **Delivery Service** Flexibility: The service enables businesses to **choose** from guaranteed **UPS** Ground, Next Day Air, 2nd Day Air or 3 Day **Select** services.

" **UPS** has led the way in traditional returns services for years, but we've raised the...

...McCullough. "But we didn't develop this cutting-edge technology just so we can say **UPS** is cutting-edge. **UPS** web returns service delivers solid solutions that can trim costs, strengthen customer satisfaction and create...

...the merchant's return policy, an electronic request is sent as an XML document to **UPS** systems, which respond with the appropriate label.
-- This shipping label appears instantly on the customer's monitor along with instructions and a link to addresses and maps to **UPS** drop-off locations.
-- The return shipping label can then be printed on the customer's...are billed and the customer's account or credit card can be credited for the **returned merchandise**.

Merchants are billed a transaction fee for each **return** in addition to transportation charges, which are billed once the merchant receives the returned package...

17/3,K/44 (Item 4 from file: 610)
DIALOG(R)File 610:Business Wire
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00367363 20000920264B3629 (USE FORMAT 7 FOR FULLTEXT)
Returns Online Inc. Offers Start-to-Finish Returns Management
Business Wire
Wednesday, September 20, 2000 11:46 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 556

TEXT:

...and Internet Retailers
Will Improve Profitability and Customer Satisfaction
Through Returns Online's New Services

Returns Online, Inc. today unveiled its comprehensive solution to the entire **merchandise returns** process.

...the company offers returns management through its Returns Authorization, Processing, Information, Disposition (RAPID(TM)) and **Instant** E-Refund(TM) services. From the time the purchaser **decides** to **return** a **product**, to the time the **product** is sent to its final **destination**, **Returns** Online manages the **product** through every step of the **returns** process. **Returns** Online is a business-to-business company providing multi-channel returns management solutions for the...

...will strengthen the client-customer relationship for merchants by providing the complete solution for handling **returned products** and empowering the merchant to grant refunds to their consumers at any point in the...

...costs and increase cash flow while providing customers with a simple and reliable way to **return** unwanted **goods**," said James Morehouse, vice president of A.T. Kearney and a co-author of several books on **logistics** and supply chain management. In addition to handling return authorizations and shipping label generation, Returns...

...through the physical handling and disposition of returns. Returned packages are processed at its National **Returns Centers** (TM) where employees scan, open, verify and assess the condition of **returned products**. The **items** are then **automatically** routed to the disposition **designated** by the merchant. Because not all products lend themselves to a single disposition, such as...

...Returns Online offers a wide variety of new options to maximize the value realized from **returned merchandise**. Given the ability to track the status as well as verify the condition of **returned products**, merchants are empowered to issue **Instant** E-Refunds, crediting their customers at any point in the return cycle. This creates the ultimate in customer satisfaction -- **instant** gratification. "Returns Online's number one priority is providing superior customer service to our clients...

...The company integrates experience, technology, state-of-the-art facilities, and the Internet, to handle **product returns** in an automated, scalable, and flexible manner, creating reliable **returns** programs that improve merchant profitability, decrease operating costs, and increase customer loyalty. Returns Online's commitment to customer satisfaction makes it the clear choice for the complete outsourcing of **product - returns** management for brick-and-mortar, catalog and online retail companies, as well as all points...

17/3,K/45 (Item 5 from file: 610)
DIALOG(R)File 610:Business Wire
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00061618 19990617168B0090 (USE FORMAT 7 FOR FULLTEXT)
Pacific Sunwear Successfully Launches E-Commerce Site
Business Wire
Thursday, June 17, 1999 07:46 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 938

...family and friends know exactly which items they would like to receive. Pacsun.com will **automatically** e-mail **chosen** family members or friends with the desired items for purchase. With one

click the e-mail recipient will be linked back to the item(s) for **instant** purchase. A complete gift wrap service is also offered to customers. The online store makes...

...within 24 hours of receipt (excluding weekends). Once an order is shipped, customers receive an **automatic** e-mail confirmation with a **USPS** tracking number. **Items** purchased online may be **returned** at any Pacific Sunwear store.

The company has established its own customer service/call center...

...130

billion of spending power. We are optimistic that pacsun.com will become a favorite **destination** for teens. We now have the additional benefit of our offline stores being exposed to...

17/3,K/46 (Item 6 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00027796 1999102B0194 (USE FORMAT 7 FOR FULLTEXT)
New CopperView 2.0 From Copper Mountain Scales to Manage Thousands of DSL Concentrators
Business Wire
Monday, April 12, 1999 09:29 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,336

...overview
of our entire network and to manage down to individual users, all from one **central site**, makes network management much simpler and less time consuming." Automated Configuration

Copper Mountain's flexible...

...Scheduler utility allows the operator to schedule configuration backups to the NOC network-wide and **automate** the collection of performance data. The operator simply **selects** zones or multiple COs or MTUs for **automated** data collection or configuration backups. Configurations are backed up only if there has been a...
...check on the quality of the network's performance. With a new continuity test capability, **carriers** can test loops right up to the CPE and thus pinpoint whether a problem resides in the CPE or the loop. If the problem pertains to the CPE, the **carrier** can simply ship replacement CPE to the customer. If the problem is in the loop...

...ILEC to troubleshoot the loop.

Differentiating between problems in the CPE and loop enables the **carrier** to save money by ordering fewer expensive loop checks from the ILEC. Service providers can...

...and maintenance. Mean-time-to-repair (MTTR) can be reduced to seconds, a plus for **carriers** and service providers that support guaranteed Service Level Agreements (SLAs) or other premium services.

CopperView...for carriers to satisfy the ever-increasing user demand for bandwidth, while generating a high

EIC 3600

Dialog Search

return on investment. Customers wanting more information about Copper Mountain **products** can contact Diana Helfrich at 650/858-8500, Ext. 225, or visit the Company's...

Set	Items	Description
S1	987561	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	2840472	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	138916	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	387084	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	125154	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	1047520	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S7	290178	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	2310003	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S9	486861	S4 OR S5
S10	1207500	S6 OR S7
S11	149413	S10(S)S8
S12	9821	S11(3S)S9
S13	56452	S1(10N)S2
S14	404	S12 AND S13
S15	76	S14 AND S3
S16	47	S15 NOT PY>2000
S17	46	RD (unique items)
S18	33501	S9(S)S10
S19	4646	S18(S)S8
S20	259	S19(S)S1
S21	122	S20(S)S2
S22	15	S21(S)S3
S23	13	S22 NOT S17
S24	1	S23 NOT PY>2000
S25	11	RD S23 (unique items)
File	15:ABI/Inform(R)	1971-2006/Mar 02 (c) 2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Mar 02 (c) 2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Mar 03 (c) 2006 Financial Times Ltd

25/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02798510 706174551

CORPORATE CONFERENCES Christchurch & Queenstown - An unconventional convention success story Christchurch and Queenstown are currently hogging the limelight as the country's most popular corporate conference and convention destinations. They are aggressively marketing their regions and their facilities and, as a result, they are steadily building market share and putting the South Island firmly on the business convention map.

Ombler, Kathy

New Zealand Management PP: 61-70 Oct 2004

ISSN: 1174-5339 JRNL CODE: MNZ

WORD COUNT: 3366

TEXT: No doubt about it, New Zealand is an increasingly attractive convention and conference **destination**. More local organisations prefer to meet somewhere in their own country and more outsiders head...

...Hotel Queenstown general manager, along with effective marketing, global events and New Zealand's "safe **destination**" reputation have been major growth contributors. " **Destination** Queenstown's efforts have put us right up there on the global list. As a...

...incentives market, in particular out of Australia and North America, in the past three years." **Destination** Queenstown's chief David Kennedy says ease of access with direct flights now coming in...

...which helps the conference and incentives market." Such growth has raised some issues. According to **destination** management company HQ New Zealand's Rob Stewart-McDonald, Queenstown's current airport facilities are ...

...and flight capacity is often a factor when a company opts in favour of another **destination**. "The biggest issue for the group market is probably airline capacity into Queenstown." There are...

...relays back to high expectations."This market is more demanding and has higher expectations on **product** delivery, such as transport to and from activities, foodservice standards, innovation and technology. This business ...

...smaller senior management. The coming summer is looking very busy."So just what kinds of " **products** " are appealing to this high-end, demanding market? Bungy jumping and other traditional adrenalin rush...

...has to offer, over and above other New Zealand regions, according to Diana McIlwrick, of **destination** management company Dinamics. "We all know autumn is stunning, and I think spring, with all...

...be tricky through winter, but Finnigan says June and September are good shoulder months. "My **pick** when people should come is May and June. Autumn is spectacular, and they will have...

...up for being different and creating something unique."Such as?
McIlwrick, Stewart-McDonald and Lee **Picken**, manager of the Queenstown Conventions Bureau list some recent examples:* Flying groups on arrival to ...

...theatre style) and 20 to 300 (banquet). Rydges offers the "Triple A" (anywhere, anything, anytime) **instant** service guarantee, through phone

links with every conference room. Rydges off-site catering has become...

...specialising in luxury, customised tours for corporates and incentives groups. Helicopter treasure hunts, champagne picnics **on** mountaineaks, **fly** -fishing expeditions, a five-star meal at a tramping hut, or whatever, your itinerary is...

...imagination, says Over the Top's Michelle Dobson. "We are an entertainment company, not a **transport company** ." * Wine flight A new and dramatic view of the region's vineyards, introduced by Central Otago...

...wineries - wine tasting included. There's also a restaurant and wine shop with the largest **selection** of Central Otago wines at cellar door prices.* Golf Georgia Mahoney, New Zealand's only trained...

...Historic bus Queenstown's first bus, a 20-seater, 1937 Chevrolet, has been smartened up and **returned** to service, offering a novel transport option for groups. "We put them on board and..."

25/3,K/2 (Item 1 from file: 610)
DIALOG(R) File 610: Business Wire
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Bad Data

0001362642 I99E327603F0811DA956EF9C042DE1366 (USE FORMAT 7 FOR FULLTEXT)
Newgistics Pushes ReturnCart; New Online Returns Portal Gives Customers More Control and Visibility into Returns Process while Reducing Burden on Call Centers

Business Wire

Monday, October 17, 2005 T12:01:00Z

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 592

...Newgistics is a valued partner in achieving that goal."

ReturnCart creates value and streamlines the **returns** process with an online **Return Merchandise** Authorization (RMA) and multi- **carrier** transportation optimization modules. The RMA module enables customers to **choose** which **items** are being **returned** and the **return** reason prior to **return** shipment. This feature allows retailers to aggregate valuable information about each **item** being **returned** and **determine** how each parcel is shipped and to which **destination** based on asset value, reason for **return**, order date or serial number. This advance visibility results in greater inventory management and eliminates the costly step of sorting packages one-by-one to **determine** the package's **destination**. The RMA feature works in combination with the new multi- **carrier** functionality which supports the creation of **return** labels and tracking from leading parcel **carriers** and reduces transportation costs by **automatically** applying the correct **return** shipment option to each **return** label.

"Successful retailers recognize that a convenient returns process is as critical to customer loyalty..."

25/3,K/3 (Item 2 from file: 610)
DIALOG(R) File 610: Business Wire
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0001094943 I7A698530A5E111D881BF9023DCA0649D (USE FORMAT 7 FOR FULLTEXT)
AeA Micro Cap Financial Conference 2004 Presenter Profiles

Business Wire

Friday, May 14, 2004 T19:35:00Z

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 4,388

...668-5000 ext.5330 E-mail: kslade@anadigics.com Company URL:
<http://www.anadigics.com> **Product** description: ANADIGICS custom and standard ICs are designed into communications systems around the globe including: Wireless: ANADIGICS wireless **products** answer the changing needs of the **dynamic** wireless handset, PDA, and basestation equipment markets. Broadband: ANADIGICS manufacturers linear power amplifiers and video...

...capabilities, making it the technology of choice when the highest levels of security are required. **Product** Description: AS&E X-ray inspection systems are used around the world to combat terrorism...

...for dealers through its services and was the most visited new car buying and research **destination** in 2003, reaching millions of car-shoppers as they made their vehicle buying decisions. Autobytel...

...www.aware.com Press Area URL:

<http://www.aware.com/company/press/press--company.htm> **Product** description: Aware's StratiPHY2+ is a silicon intellectual property package that includes soft licenses and...

...com first in unique visitors in the "Financial Information and Advice" category. It is a **destination** site for more than 250 financial **products**, including mortgages, credit cards, auto loans, money market accounts and CDs, checking and ATM fees...

...URL: <http://www.bottomline.com> Press Area URL:

<http://www.bottomline.com/news/press.htm> **Product** description: Bottomline offers a comprehensive set of hosted and licensed software **products** for Financial Resource Management (FRM), enabling businesses and financial institutions to more effectively manage their critical financial transactions, cash decisions and trading partner relationships. Bottomline's **products** and implementations have received numerous awards, including the Alexander Hamilton Award for Cash Management, GSCS...

...Press Area URL:

<http://phx.corporate-ir.net/phoenix.zhtml?c=146224&p=irol-news> **Product** Description: Introducing liquid-crystal-on-silicon (LCoS(TM)) Gen II microdisplay technology from Brillian, with...

...Brillian Corporation designs and develops rear-projection HDTVs and a line of LCoS(TM) microdisplay **products** and subsystems for both projection and near-to-eye applications. Brillian's LCoS(TM) Gen...

...Company URL: <http://www.btu.com> Press Area URL:

<http://www.btu.com/news.asp> **Product** description: The Pyramax family of reflow soldering and integrated wafer handling/solder bump reflow systems
...

...the industry leaders in both the surface mount assembly and semiconductor markets. Our advanced materials **product** line extends from batch convection ovens through pusher systems to walking beams for the fuel
...

...www.calmicro.com Press Area URL:

yield, maximize quality, lower test costs and speed time to market.
LogicVision's embedded solutions...

...in complex semiconductors for gigabit switches, voice and data routers, high performance servers and wireless **products**. Company description: LogicVision provides proprietary technology that enhances yield in the manufacturing of complex semiconductors...

...throughout the useful life of the chip. For more information on the company and its **products**, please visit the LogicVision website at www.logicvision.com. Company: Magnetek, Inc. Ticker Symbol: MAG...

...Company URL: <http://www.magnetek.com> Press Area URL: <http://www.magnetek.com/corpInfo.htm> **Product** description: Magnetek, Inc. (NYSE: MAG) makes "uncommon" power control **products** and systems for communications, data processing and storage, industrial **automation**, medical electronics, consumer **products**, transportation, alternative energy and other applications throughout the digital economy requiring highly reliable, precise, energy...

...Company URL: <http://www.mapics.com> Press Area URL: <http://www.mapics.com/company/PressRoom> **Product** description: MAPICS provides software solutions built around the business processes of manufacturing. Using Enterprise Resource...

25/3,K/4 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00941939 20030805217B2985 (USE FORMAT 7 FOR FULLTEXT)
freightquote.com Launches Ocean Services to Complete Progressive Agenda; Ocean Services Complete Ambitious Schedule Just Before the Company's Five-Year Anniversary
Business Wire
Tuesday, August 5, 2003 07:00 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 402

...in use:
less-than-truckload, truckload, domestic and international air freight, intermodal, local cartage, household **goods**, and small expedited parcel. Once the **shipper** establishes an account, he enters details including origin, **destination**, weight and class (or dimensions). The system **returns** with all the options available and allows **carrier selection** and scheduling. The site further simplifies shipping by providing **automated** freight documents, consolidated billing, and online record keeping. When asked what's next for the...

25/3,K/5 (Item 4 from file: 610)
DIALOG(R)File 610:Business Wire
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00868556 20030317076B3645 (USE FORMAT 7 FOR FULLTEXT)
CTIA Wireless 2003 Exhibitor Profiles
Business Wire

Monday, March 17, 2003 06:03 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 6,020

...Little

Phone: 256-963-8000

E-mail: info@adtran.com

Company URL: www.adtran.com

Product description: ADTRAN will unveil the newest members of the TRACER Series of license-free fixed...

...including point-to-point

DS3 (45 Mbps full-duplex connectivity) and quad T1 transport. Both

products are ideally suited for cost-conscious wireless service providers with needs for greater bandwidth/reach...

...seeking rapid network deployment.

Company description: ADTRAN, Inc. is an established supplier of advanced transmission **products** for today's expansive telecommunications networks. Deployed in **carrier**, CLEC and enterprise networks worldwide, ADTRAN **products** support a broad range of technologies, including access routing, VPN, fiber, T3, T1, E1, wireless...

...com

Company URL: www.AFLtele.com

Press Kit URL: www.afltele.com/CTIAWireless/index.htm

Product description: AFL Wireless Services provides single-source solutions to design, implement, operate and maintain wireless...

...The wireless division is part of AFL

Telecommunications, an industry leader provider of fiber optic

products, engineering expertise and integrated services to the telecommunications industry. AFL manufactures, engineers and installs fiber optic **products** and equipment that communications providers need to provide high-speed voice, video and data services...

...com/bw/presskit/detail.jsp?companyId=
982240282105

Company description: Allen Telecom Inc. designs and manufactures **products** worldwide to enhance the performance of wireless communications systems for GSM, AMPS, PCS 1900, DCS 1800, land mobile, paging and wireless data. Allen Telecom companies include: Antenna Specialists, Comsearch, Decibel **Products**, FOREM, Grayson Wireless, MIKOM, Tekmar Sistemi s.r.l. and Telia S.A.
Company: Airvana...

...540-1030

David Hassman, dhassman@airvananet.com, 978-250-3009

Company URL: www.airvananet.com

Product Description: Airvana provides wireless operators and wireless infrastructure vendors with end-to-end All-IP...

...116 or +972-64-700018

E-mail: betty@artcomp.com

Company URL: www.artcomp.com

Product description: smARTspeak XG is an embedded, speaker independent name dialing solution introduced for mass-market deployment. Based on phonemic identification, the **dynamic** smARTspeak

XG needs no training for **instant** name dialing, no matter how users structure their command sentences. Thus, 'Call John Smith in...
...305-639-9590 ext. 2326

E-mail: cmorgan@blackstoneonline.com

Company URL: www.blackstoneonline.com

Product Description: Unlike traditional vending machines, the Blackstone e-Vending solution, a self-service, **interactive** kiosk, does not display or store live inventory. **Product** is available to consumers 24/7. The e-PINs are delivered and the kiosk prints...

...a marketing & distribution company, is one of the country's largest providers of prepaid telecommunications **products** and services. Blackstone provides solutions enabling companies to maximize their full potential by utilizing our...

...5228

E-mail: kerry.seto@cadex.com

Company URL: www.cadex.com

Press Kit URL:

Product description: The Cadex battery analyzer solves the million-dollar problem of battery **returns**. No need to offer a ...faulty batteries on-the-spot with the Cadex QuickTest. You will find that most batteries **returned** under warranty can easily be restored with the Cadex battery analyzers.
Company description: Cadex Electronics...

...leader in the design and manufacture of advanced battery analyzers and chargers. Their award winning **products** are used to prolong battery life in wireless communications, emergency services, mobile computing, avionics, biomedical, broadcasting and defense. Cadex **products** are built with one goal in mind - to make batteries run longer.
Company: CelPlan Technologies...

...Korowajczuk

Phone: 703-259-4020

E-mail: celplan@celplan.com

Company URL: www.celplan.com

Product description: CelPlan has CelPlanner Suite, one of the finest set of PC based application modules...

...wireless networks supporting multiple technologies including 3G, GSM, CDMA, LMDS, MMDS and others. CelOptima, the **automatic** resource planning tool of the suite, optimizes frequency plan, PN offset plan, frequency hopping plan...

...Phone: +972-3-645-5513

E-mail: ir@ceragon.com

Company URL: www.ceragon.com

Product description: Ceragon Networks' modular FibeAir(TM) **product** family operates across multiple frequencies from 6 to 38GHz, supports integrated high-capacity services from...

...broadband services.

Company description: A pacesetter in the fixed broadband wireless market, Ceragon Networks' innovative **product** family enables the rapid and cost-effective deployment of high-capacity network connectivity for cellular infrastructures and fixed and private networks. Ceragon's **products** are currently installed with over 100 communications customers in more than 40 countries.

Product description: Volex offers the broadest global **product** range of cable assemblies in the industry with custom and industry standard **products** for the communications, computing, consumer appliances and automotive and aerospace markets. Volex specialises in data...

...Murchison

Phone: 540-977-0500

E-mail: sfile@vfpinc.com

Company URL: www.vfpinc.com

Product description: VFP, Inc. is a leading manufacturer of lightweight, concrete, metal, knockdown and noncombustible communication...tm) technology makes GigAccess(tm) the most viable solution for NLOS, with high coverage and **carrier** class availability. WaveIP is an emerging leader of Point-to-Multipoint (PMP) Broadband Wireless Access...

...http://www.xpherix.com

Press Kit URL:

www.virtualpressoffice.com/presskit/index.jsp?companyId=1040374128386

Product Description: iPhonebook is a mobile data service that wirelessly links your mobile phone to the...

...Xpherix, the leading provider of personalized mobile connectivity solutions for corporations and mobile professionals, provides **products** and services to telecom **carriers** and call centers. Our technology for accessing, storing, and **automatically** updating PIM content and enterprise directories, solve the critical business need for immediate access to...

25/3,K/6 (Item 5 from file: 610)

DIALOG(R)File 610:Business Wire

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00773542 20020910253B4556 (USE FORMAT 7 FOR FULLTEXT)

Landec Corporation Reports Third Quarter Results

Business Wire

Tuesday, September 10, 2002 08:04 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 4,730

...5.4 million at the
end of fiscal year 2001.

h. Sold our Reedley fruit **processing facility** for net proceeds of \$2.2 million, resulting in a gain after expenses of \$436...

...2001?

The increase in the accounts receivable balance is directly attributable to the increase in **product** sales during the third quarter of fiscal year 2002 as compared to **product** sales during the fourth quarter of fiscal year 2001. **Product** sales were \$37.1 million in the third quarter of fiscal year 2002 compared to...

...end of fiscal
year 2002.

7) What are the results of the Intellicoat seed coating **products** thus far in fiscal year 2002?

The total planted acreage for Early Plant hybrid corn...2003. The wet weather could prove to be beneficial for our Early Plant hybrid corn **products** as it clearly shows the risk of planting corn when the soil temperatures are ideal...

...our core businesses. Our partners typically will receive exclusive rights to our Intelimer technology in **selected** fields and territories in **return** for license fees, R&D funding, milestone payments and royalties. As evidence of our focus...

...increasing efficiencies through full utilization of Apio's new ERP business system and through additional **automation** in the value-added facility. Lastly, launching our Early Plant hybrid corn **products** commercially and increasing our coating capacity to meet projected demand.

CONTACT: Landec Corporation
Gregory S...

25/3,K/7 (Item 6 from file: 610)
DIALOG(R)File 610:Business Wire
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00753492 20020729210B1187 (USE FORMAT 7 FOR FULLTEXT)
ICCM 2002 Exhibitor Profiles; Exhibitor News Now Available Online
Business Wire
Monday, July 29, 2002 19:56 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 7,792

...Gill
Phone: 408-441-8811
E-mail: information@acapel.com
Company URL: www.acapel.com
Product description: ACAPEL Voice Over IP (VoIP) software offers high-quality voice, personalized data / file push...

...Matney
Phone: 623-582-7000
E-mail: matneyj@agcs.com
Company URL: www.agcs.com
Product description: ClientCare Contact Center DE economically transforms Centrex telephone systems at small and medium-sized...
...packet switching, voice-over-Internet protocol (VoIP) and IP Centrex, contact center and integrated access **products**. The Phoenix-based company develops end-user applications that maximize revenue opportunities for service providers...

...Phone: 408-623-6887
E-mail: michelle--diedrich@aimtechnology.com
Company URL: www.aimtechnology.com
Product description: AIM technology solutions include AIMCall, AIMPlan and AIMScore. Measure in real-time all facets...

...or 212-684-5556
E-mail: Charina.Quizon@AmbergrisSolutions.com

Company URL: www.AmbergrisSolutions.com

Product description: Ambergris Solutions offers services that span the breadth of customer interaction, including acquisition (inbound...

...www.aspect.com

Press Kit URL:

www.virtualpressoffice.com/bw/presskit/detail.jsp?companyId=1027931795466

Product description: Aspect's **products** include the Aspect Contact Server and a suite of CRM applications, including Aspect Customer Self...

...contact center staffing software, Aspect Web Interaction software and mission-critical VoIP solutions. All Aspect **products** integrate with **products** from leading front- and back-office vendors. Company description: Aspect Communications Corporation is the leading...

...1977-59-1892

E-mail: jenny.marks@bt.com

Company URL: www.bt.com/btelocations

Product description: ventureSmart is an innovative approach to companies looking to invest in a new business...

...Company: Call Center Technologies, Inc.

Booth: 1233

Phone: 800-996-1996 or 203-740-5500

Product description:

--Call Center Equipment (Hardware - Switch/Cards/Parts/Components/Telesets/Headsets/Handsets and Cradles and...Phone: 305-639-2267

E-mail: cberman@concerto.com

Company URL: <http://www.concerto.com>

Product description: ContactPro, Concerto's unified customer interaction management solution (CIM), leverages real-time knowledge about...

...404-851-1331, ext. 280

E-mail: rourt@contactcentercentral.com

Company URL: www.contactcentercentral.com

Product description: Staffing/Training, Consulting, Site **Selection**, Architecture & Design, Construction, Financing, Furniture, Procurement, Telecommunications, Outsourcing, Software, and Services. Whether your business requirements...

...90 days, Contact Center Central

Company description: Contact Center Central is a consortium of 20+ **dynamically** qualified business partners, strategically aligned to deliver significant buying power and value-added solutions to...

...Phone: 603-878-9005

E-mail: suracerts@aol.com

Company URL: www.contactworld.com.ph

Product description: Contact World provides inbound and outbound customer solutions on the following major areas:

-- Customer...

...Phone: 1-877-517-8765

E-mail: info@danacomusa.com

Company URL: www.danacomusa.com

...4833

Phone: 310-656-8484

E-mail: press@thebrain.com

Company URL: www.thebrain.com

Product description: BrainEKP, Enterprise Knowledge Platform, is designed for advanced, time-critical knowledge delivery. BrainEKP organizes...

...seamless view of

knowledge across disparate data sources so users can see related information and **automate** business processes. Customers include: Ericsson, Ford Motor Company, SC Johnson, and the Department of Defense...

...Paul D. Baker, 516-677-7226,

paul--baker@comverse.com

Company URL: www.verintsystems.com

Product description: ULTRA Intelligent Recording platform: a complete solution for contact center recording and analysis. Four...

...Watrous

Phone: 847-925-2343

E-mail: lwatrous@vagent.com

Company URL: www.vagent.com

Product Description: Virtual-Agent Services has pioneered and perfected the Distributed Workforce Concept to provide a...

...Wing

Phone: 510-259-2530

E-mail: allisonw@whitepajama.com

Company URL: www.whitepajama.com

Product Description: White Pajama is a customer service solution for small and medium businesses that want...

...WITNESS, 770-754-1900

E-mail: contact--usa@witness.com

Company URL: www.witness.com

Product description: The eQuality **product** suite is an integrated, closed-loop performance optimization solution that enables companies to record, evaluate...

25/3,K/8 (Item 7 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00706800 20020501121B1308 (USE FORMAT 7 FOR FULLTEXT)

ScottishPower 2001/02 Preliminary Results Including Fourth Quarter Results to 31 March 2002

Business Wire

Wednesday, May 1, 2002 11:47 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 15,850

TEXT:

...NYSE: SPI)-- Summary -- Second half earnings per share(a) 45% higher than previous year -- Good **recovery** underway, particularly driven by improved US performance -- Full year profit before tax(a) (pound)567 million,

down (pound)61 million -- Exceptional **items** of (pound)1.3 billion including goodwill write back of (pound)753 million -- A firm...

...quarter results. Overall we believe that these actions position the group well for a good **recovery**, particularly in the US. Having completed our strategic disposals, ScottishPower's strategy is now to...

...the UK, the rest of Europe and the US." (a) Before goodwill amortisation and exceptional **items** (b) Dividends per ADS will be confirmed in a separate announcement today. SECTION 1 - OVERVIEW...

...02 PRELIMINARY RESULTS All figures below are before the impact of goodwill amortisation and exceptional **items** unless otherwise stated. "Quarter" relates to the three months to 31 March 2002 unless otherwise...

...in the second quarter. Beginning in the third quarter, however, we began to see a **recovery** in financial and operating performance that has continued through to the conclusion of the year...

...UK regulated infrastructure businesses and the need to balance future investment with an appropriate dividend **return** for shareholders. Accordingly, with effect from the year ending March 2004, we intend to target dividend cover, based on earnings before goodwill and exceptional **items**, in the range of 1.5-2.0 times, and ideally towards the middle of...Dividends per share (pence)(b) 26.04 27.34 (a) Before goodwill amortisation and exceptional **items** (b) Cash dividends, excluding "dividend in specie". The ADS dividend rate will be confirmed in...

...decreased by (pound)3 million to (pound)39 million, due to higher Thus losses. Exceptional **items** of (pound)1,206 million (before interest and tax) were recognised in the fourth quarter...

...headcount by approximately 500 comprising call centre, operations and support staff. There were no exceptional **items** in the fourth quarter of 2000/01. Net debt increased in the quarter from (pound)...

...of the Hunter plant outage. For our continuing operations there are no material non-recurring **items** in operating income or costs in the results before exceptional **items** of this fourth quarter. Year to 31 March 2002 Group turnover for the year to... Systems, where operating profit increased by (pound)14 million in the year, and by the **recovery** in PacifiCorp's operating profit in the US. The US Division reported year-on-year...

...the year for discontinued activities increased

from (pound)118 million to (pound)146 million. Exceptional **items** of have been recognised in the year to 31 March 2002. These exceptional **items** relate to the disposal of Southern Water and UK reorganisation costs recognised in the fourth...

...million and (pound)46 million respectively. The effective rate of tax on profit before exceptional **items** and the amortisation of goodwill was 21.5% (2000/01: 22.5%). The rate benefited...

...made in prior years, following agreement with the tax authorities on the treatment of specific **items** and, although corporate tax rates in the US are higher than those in the UK...The company is focused on improving its financial performance and customer service, as well as **returning** to among the best in class regulated electric utilities in the US. To achieve these strategic goals, the company is concentrating on achieving its target **return** on equity of approximately 11% by 2004/05, through the regulatory **recovery** of costs incurred on behalf of customers, general rate cases and through improving operating efficiencies...

...prices and volatility, the wholesale power and natural gas markets in the western US have **returned** to more normal levels. After 10-12 months of flat or reduced load demand, **indicators** are that economic **recovery** is beginning in the US. In addition, regional hydro-electric availability and precipitation levels have also **returned** to more normal ranges compared to conditions a year ago. Each state regulatory commission establishes its own rate of **return** on equity for the company. **Returns** for PacifiCorp to 30 September 2001, being the last reportable period, were approximately half the...

...net power costs are charged to the profit and loss account when incurred. The regulatory **recovery** of the excess power costs charged to the profit and loss account in the second...

...will be recognised under UK GAAP when billed to customers. PacifiCorp continues to seek regulatory **recovery** for costs incurred on behalf of customers. Filings include general rate cases, deferred accounting requests...

...costs have been fully expensed under UK GAAP. At the end of the fourth quarter, **recovery** has been requested on \$308.5 million, which includes \$22.8 million awarded in Oregon and currently open **recovery** amounts totaling \$285.7 million, plus ongoing carrying charges. This includes an order anticipated in...
...in deferred excess net power costs in addition to the general rate request mentioned above. **Recovery**, in most cases, is expected to occur over 2-4 years. The benefit to revenues...charge are

year
under US GAAP before...
...GAAP, (loss)/earnings per share have been presented
including and excluding the impact of exceptional **items** and goodwill
amortisation to provide an additional measure of underlying performance. In
accordance with US...

...been presented above
based on US GAAP earnings, without adjustments for the impact of
exceptional
items and goodwill amortisation. Such additional measures of underlying
performance are not permitted under US GAAP. The inclusion of exceptional
items in the determination of earnings per share in accordance with US
GAAP
decreased earnings by...

25/3,K/9 (Item 8 from file: 610)
DIALOG(R)File 610:Business Wire
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00627216 20011128332B0185 (USE FORMAT 7 FOR FULLTEXT)
**freightquote.com Introduces First Comprehensive, Instantaneous Online
Freight Solution Throughout North America**
Business Wire
Wednesday, November 28, 2001 07:01 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 457

...us closer to our goal...
providing a one-stop resource for traffic managers."

Once the **shipper** enrolls, he enters details including origin,
destination ,
weight and class. The system **returns** with all the options available and
allows
carrier selection . The site further simplifies shipping by providing
automated
freight documents, consolidated monthly billing, and online record keeping.
"Customs documents and all of the...
...website to help facilitate shipments across the border," explains Tim
Barton,
freightquote.com CEO. "Each **product** enhancement or expansion is an effort
to
simplify a complicated process so our customers have..."

25/3,K/10 (Item 9 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00571542 20010813225B2310 (USE FORMAT 7 FOR FULLTEXT)
BFI Says Choice is Clear: 1,000 Trucks or One Train
Business Wire
Monday, August 13, 2001 17:21 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 2,107

...increase that (10,000) number, we will be required to appear before the Board of **Chosen** Freeholders and the New Jersey DEP to seek a major modification to our permit reflecting such a change," he said.

-- Operational **logistics** : Iverson summarized BFI's written response to the Commissioner's letter contains a detailed narrative...successful operation of the facility is constant movement of the garbage. "Our marine operation is **dynamic** , and the management of barge movements is a large component of those **dynamics** ," he said.

"The towing and barge operation is subject to ongoing US Coast Guard oversight...

...In accordance with these regulations, we will use the outer bulkhead to position barges for **return** to New York City, but we will not and cannot anchor empty barges outside of...

...Waste, BFI's parent company, is the industry leader in long-haul movements of waste **products** by rail. We have many landfills and millions of cubic yards of available air space with rail access. If it ever becomes necessary to reconsider our current primary **destination** options, our portfolio of existing alternatives is extensive," he said.

-- Impact of solid waste transport...

...calculate train speeds and the average time those grade crossings might be blocked. "Our estimates **indicate** that a train of 5,900 feet would block a crossing for as little as...

25/3,K/11 (Item 10 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00253005 20000410101B3526 (USE FORMAT 7 FOR FULLTEXT)
insuranceOrder.com Selects Insure.com to Provide Rich, Consumer Content At insuranceOrder.com Site
Business Wire
Monday, April 10, 2000 14:19 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 580

TEXT:
insuranceOrder.com, an Internet one-stop insurance information and purchasing **destination** , today announced that it has **selected** the Internet's leading online consumer advocate --Insure.com -- to provide content for the insuranceOrder.com Web site.

Insure.com will provide insuranceOrder.com with **articles** and **interactive** tools designed to educate and empower the online insurance shopper. The regularly updated content from Insure.com will include information on insurance basics and in-depth **articles** chronicling industry trends and insurance news.

insuranceOrder.com's eAgency business model is breathing new...
...coverage without additional underwriting
-- meaning that consumers obtain a binding price quote from a trusted **carrier**
based on their personal information and credit histories, rather than a

quote
estimated from generic...

...is the
first service that offers customers a centralized online resource where
they
can compare **product** offerings from trusted insurance **carriers**, receive
an
accurate, binding quote and purchase insurance completely electronically in
just minutes.
"As an...

...of insuranceOrder.com.
"Our relationship with Insure.com allows us to provide insurance news and
interactive tools such as insurance tests across all of our **product**
lines. By
putting an emphasis on this type of rich content, we hope to make...
...be found at insuranceOrder.com will be
updated daily, providing consumers with the opportunity to **return** to the
site
for new information regarding their purchases. Additionally, consumers will
be able to save these **articles** to their portfolios using the "my
portfolio"
function. insuranceOrder.com's content management extends to the quoting
process, where a consumer will be presented with new **articles** relating to
the
information they provide as they proceed through the site. By presenting
specific information to the consumer in a **dynamic** fashion,
insuranceOrder.com
effectively bridges the gap between the online and offline insurance buying
experience...

Set	Items	Description
S1	987561	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	2840472	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	138916	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	387084	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	125154	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	1047520	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S7	290178	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	2310003	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S9	486861	S4 OR S5
S10	1207500	S6 OR S7
S11	149413	S10(S)S8
S12	9821	S11(3S)S9
S13	56452	S1(10N)S2
S14	404	S12 AND S13
S15	76	S14 AND S3
S16	47	S15 NOT PY>2000
S17	46	RD (unique items)
S18	33501	S9(S)S10
S19	4646	S18(S)S8
S20	259	S19(S)S1
S21	122	S20(S)S2
S22	15	S21(S)S3
S23	13	S22 NOT S17
S24	1	S23 NOT PY>2000
S25	11	RD S23 (unique items)
S26	2821083	BASED OR USING OR VIA
S27	353734	(CONSUMER? OR CUSTOMER? OR CLIENT? OR SHOPPER? OR SENDER? ? OR PURCHASER? OR BUYER? OR SUBSCRIBER? OR USER?) (4N) (INFORMA- TION OR DATA OR LOCATION? ? OR ADDRESS OR ZIP OR ZIPCODE? ?)
S28	22203	S26(3N)S27
S29	397	S28(S)S11
S30	6	S29(S)S3
S31	2	S29(S)S13
S32	2	RD (unique items)
S33	2	S29(4S)S13
S34	8	S29 AND S13
S35	8	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Mar 02 (c) 2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Mar 02 (c) 2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Mar 03 (c) 2006 Financial Times Ltd

35/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02608843 141441391

Marketing actions and the value of customer assets: A framework for customer asset management

Berger, Paul D; Bolton, Ruth N; Bowman, Douglas; Briggs, Elten; Et al
Journal of Service Research : JSR v5n1 PP: 39 Aug 2002
ISSN: 1094-6705 JRNL CODE: SRES
WORD COUNT: 11080

...TEXT: most appropriate marketing actions to acquire, maintain, and enhance customer assets and thereby maximize financial **returns** . The **article** discusses in detail how to assess customer lifetime value and manage customers as assets. Then...purchase behavior without necessarily linking them to CLV metrics. Most commonly, researchers have estimated a **dynamic** model that provides probabilities that a customer is alive (i.e., an active customer of...

...described how to model customer lifetimes prior to acquisition by accounting for the absence of **information** about nonacquired prospective **customers** using a Tobit model with **selection** . If the marketing actions that influence lifetimes are identified, then managers can monitor purchase behavior...

35/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02523177 200253011

Issues in pricing strategies for electronic information

Jennifer Rowley
Pricing Strategy & Practice v3n2 PP: 4-13 1995
ISSN: 0968-4905 JRNL CODE: PSAP
WORD COUNT: 6156

...TEXT: the objectives of the service or product;

the nature of costs of the service or **product** , and associated need for cost **recovery** ;

the nature and level of demand of the market.

The main models of pricing strategies...of a fee, so that the user can keep the disk, or may require the **return** of the disk and associated **items** . This is a significant issue for libraries which traditionally have expected to purchase a book...bibliographical databases, and Moore (1989) takes a case study approach to the identification of factors **determining** the pricing decision for one CD-ROM product. Such studies need to be extended to other specific market segments, using segmentation **based** possibly on both **user** group and **information** product. Such research should generate a deeper understanding of the relationships between the variables in the electronic information marketplace. This would support the development of a **dynamic** model of, first, the segments of this marketplace which would form a better basis for...

35/3,K/3 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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02412240 158439171

Turning returns into cash

Andel, Tom; Aichlmayr, Mary

Material Handling Management v57n8 PP: 51-56 Aug 2002

ISSN: 1529-4897 JRNL CODE: MTH

WORD COUNT: 2569

...DESCRIPTORS: **Product returns** ;

...TEXT: they start mandating that companies take back and deal with what they send out - both **product** and packaging.

Returns may never have been a big issue for you, but times are changing. If your...

...money to be saved."

ReturnCentral's solution is called ReturnMatrix. This software suite manages returns **based** on **information** collected from the **user**. The inbound returns management module **automatically determines** approval or denial of the return based on the business rules engine set up by the client. With the **returns** processing management module, status changes are reported to help trace **product** moves between receiving, inspection and predisposition. The outbound **returns** management module issues alerts when criteria required to execute disposition options are met.

Through dynamic...

...inventory and triggers appropriate financial reconciliation or settlement. An advance shipping notification (ASN), containing the **product**, shipment and **return**-specific information, alerts the receiver that a **return** shipment is in transit and due to arrive at a specified time.

Mining the data

"Reporting capabilities allow companies to access reports, tracking **returns** by criteria such as volume, **item**, buyer, reason for **return**, and ultimate disposition," Hommrich explains. "Companies can use these data for product enhancement or redesign..."

...coming back."

Indeed, to master the reverse supply chain, you need a master of the **returns** process - someone dedicated to synchronizing the flow of **returned products** with the flow of data to appropriate points in your information stream. This job must...

...in your organization, not just to a system.

"That person needs to determine why a **product** was **returned** and what to do with it," says Jane Boon, industry analyst with Catalyst, provider of...

...some inspection that will have to be done to best determine what to do with **returned goods**. One of the greatest values that can be gleaned from this is an understanding of...reverse path you typically deal with a higher content of hazardous material."

The nature of **product** flow is also different.

"In **reverse logistics** , the flow is a bit sporadic and the people who do it well try to...

...offers value-added service centers equipped to build displays, offer postponement for mass customization of **product** and do special packaging. It dovetails **returns** into those capabilities, according to Buzzy Wyland, president of manufacturing services for Genco. Genco's...

...disposition management for clients. Forward and reverse streams are both managed by a common system.

" **Returned product** isn't like fine wine - it doesn't get better with age," Wyland says. "You..."

...Genco's R-Log program is integrated with its WMS. Genco workers trained on global **product** standards input quality characteristics to the system as **returns** come in. These **products** can then be remarketed all over the world in secondary markets offshore.

Some third parties...

...returns via online outlets. According to Paul Fletcher, Dealtree's president, auction management maximizes the **return** on distressed or end-of-life **goods** .

"Traditional bulk liquidation - selling 2,000 units to a few customers - yields a return of..."

...physical handling, testing and disposition. This provides an additional benefit to the client: information. Who **returned** the **product** ? Why?. Such market intelligence can help keep existing customers and capture new ones.

It pays...

...one of the first to formalize and centralize the reclamation process for the grocery industry. **Product** is separated according to business rules such as **return** to vendor/hold for vendor review; destroy; salvage/liquidate; donate; return-to-stock; redistribute; put...

...000 non-profits in the U.S. and around the world.

Typical donations include seasonal **merchandise** and **returns** from customers, all things that are perfectly good and able to be used, but would...save reverse logistics costs from their retail operations, not to mention the handling costs when **returned product** gets to the DC," Corrigan concludes. "Secondly, there are environmental savings. Companies save by not..."

...of expired and defective lots from stores, you'd also want to make sure manufacturers **returned** the costs of those **products** , wouldn't you?

The bigger you are, the harder it is to coordinate those returns...

...the-counter pharmaceuticals. It used to be that its 33 distribution centers were responsible for **returning product** to manufacturers to get credited. That meant 33 different **return** streams.

The cost of that alone provided a great motivation to outsource returns management. And...

...McKesson, says his company soon realized that the greater value of outsourcing is to improve **recovery** of **product** value from the manufacturer.

When McKesson DCs ship **returns** to USF, the 3PL scans them, sorts them for different dispositions, transmits a request for **return** authorization to the manufacturers, then ships the **products** back to their makers. This saves the wholesaler accounting, administrative and transportation costs.

"The differentiator...

...cost reduction, especially in terms of transportation, but the biggest motivation should be to maximize **recovery**. You cut the time it takes to get **product** to the manufacturers while adhering to many different policies. Now the process is simple for...

35/3,K/4 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02393150 136899721

Understanding service convenience

Berry, Leonard L; Seiders, Kathleen; Grewal, Dhruv

Journal of Marketing v66n3 PP: 1-17 Jul 2002

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 14737

...TEXT: postbenefit convenience has been underscored in recent years because of difficulties encountered by consumers in **returning products** purchased over the Internet.

It stands to reason that consumers will perceive not having a...inclement weather, air traffic control is slowing the arrival of aircraft to the airport.").

Gathering **information** about **consumers** and **using** it to anticipate their requirements also can lead to improved convenience. Ritz-Carlton is among...

...Walgreens' satellite-based information system, known as Intercom Plus, reduces consumer waiting time through an **automated** queuing process that has prescriptions ready when consumers want to **pick** them up.

Understanding the core issue underlying each convenience type is critical to improving service...

35/3,K/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02365983 120629498

E-tailing: An analysis of web impacts on the retail market

Wang, Fang; Head, Milena; Archer, Norm

Journal of Business Strategies v19n1 PP: 73-93 Spring 2002

ISSN: 0887-2058 JRNL CODE: JBST

WORD COUNT: 6937

...TEXT: service. Customers may be able to interact with manufacturers during the entire marketing cycle, from **product** design to post-purchase service even to old **product recycling**. Direct interaction benefits manufacturers by enhancing market understanding and building consumer relationships through pricing and...constraints or who will pay extra for the convenience of this service.

In addition to **using** the Web for **information** searching, **consumers** can increase their market power through high involvement in business processes and virtual communities. These...

...participants in chat rooms can move noticeably in price (Bruce 1997). The Web, as an **interactive** marketplace, also gives the consumer data **selection** and personalization power. Customers can **select** information of interest and personalize presentation forms for their own use. Personalized Web pages, which...Customers on the Web have greater control over what they view and examine. They can **select** their own path through the information network, process the data, or initiate communication with marketers...

35/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01829388 04-80379

EDI: Internet revolutionizes EDI

Anonymous

Discount Store News v38n10 PP: P3-P6 May 24, 1999

ISSN: 0012-3587 JRNL CODE: DSN

WORD COUNT: 2191

...TEXT: product registration system that allows retailers to transmit through cyberspace the serial numbers of Nintendo **merchandise** sold in their stores, thereby slashing fraudulent **return** volumes.

"The solution was attractive to smaller retailers, but many saw it as too much...no charge, retailer participants generate price quote requests and firm up contracts without revealing the **information** to fellow **subscribers**. **Using** C-ME's Focasting Focused Broadcasting software, each entity designs its own Web page. To...

...buying process, buyers log on to ISN's Web site, enter the Focasting section and **choose** from various predetermined product categories. The Focasting module "pushes" all information on and images corresponding to items in the ISN's database that fall within the classifications **selected** to chains' individual pages. Users also can **automatically** arrange for receipt of vendor samples.

Additionally, C-ME touts a virtual trade show through...

35/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01648801 02-99790

Elegant Worldox ideal for small to midsize settings

Anonymous

Computer Reseller News n792 PP: 100 Jun 8, 1998

ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 967

...TEXT: store and index file content plus additional profile data, creating a crude but effective cost- **recovery** system for billable hours. The **product** evolved into a full-fledged document-management system, and that year the company unveiled plans...

...file description field. Depending on the desired level of control, Wordox can allow users to **select** their own directories and file names, can be rule-based or can have files named **automatically based on user** profile or profile **data** entered. For example, any or all profile fields can be linked to subdirectories in the...

35/3,K/8 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00147905 19991130334B1382 (USE FORMAT 7 FOR FULLTEXT)
Onesoft Launches Next Generation, Extensible E-commerce Software Using Patent-Pending XML Technology
Business Wire
Tuesday, November 30, 1999 11:01 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 787

...advertisements, and news articles. Increase
the probability that shoppers will buy more, stay longer, and
return more often.

Advanced Target **Merchandising** : Increase your average order size by **dynamically** presenting the best mix of products, **information** , and community features to **customers** , **based** on their site activity and other implicit information gathered. OneCommerce 3.0 offers the ability to **determine** the best combination of cross-sell and up-sell offerings **based** on demographic/psychographic **data** , combined with implicitly gathered **customer information** . Multiple **Customer** Interaction Models: Provide your customers with an intuitive shopping experience by guiding them through the...

Set	Items	Description
S1	630153	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	1866102	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	120109	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CEN- TRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FAC- ILIT? OR SITE? ? OR HUB? ?)
S4	326823	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	95942	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	575048	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S7	120145	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	1643879	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S9	404888	S4 OR S5
S10	652012	S6 OR S7
S11	27987	S10(10N)S8
S12	976	S11(S)S9
S13	50	S12(S)S1
S14	17728	S1(5N)S2
S15	12	S12(4S)S14
S16	12	RD (unique items)

? show files

File 613:PR Newswire 1999-2006/Mar 02

(c) 2006 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 634:San Jose Mercury Jun 1985-2006/Mar 01

(c) 2006 San Jose Mercury News

File 624:McGraw-Hill Publications 1985-2006/Mar 02

(c) 2006 McGraw-Hill Co. Inc

16/3,K/1 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

X 0001187731 I7DC28CD0984F11D8A97888815A27AB65 (USE FORMAT 7 FOR FULLTEXT)
Manhattan Associates Announces Enhanced Reverse Logistics Management Solution
Manhattan Associates Integrates Newgistics' SmartLabel(R) and Intelligent Returns Management(SM) for Parcel Returns
PR Newswire
Tuesday, April 27, 2004 T13:00:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 762

Bad Data

Manhattan Associates and Newgistics, Inc.

Retailers have diverse **product** offerings that often cannot be **returned** via a single transportation mode. The lack of a convenient, multi-modal returns solution creates...

...order to final disposition. With the multi-modal returns management capabilities, return transportation modes are **dynamically determined** based on the item, geography, and disposition-parcel, expedited-parcel or freight. The preferred shipment method for parcel shipments (less than 70 lbs) is the **Postal Service**, with more than 60% of returns flowing through this mode. The combined Manhattan Associates and...

...Dynamic label generation--Creating return labels and bar codes based on business rules, driven by **product**, customer location and disposition. -- Advance **Return** Notification(sm)--Providing integrated in-transit returns visibility to customer service and operations. -- **Returns** receiving--Identifying **returned goods** at the receiving station. -- Financial reconciliation--Applying **merchandise** and customer **return** credits automatically.

"Manhattan Associates' integration of Newgistics' Intelligent Returns Management and SmartLabel capabilities rounds out..."

16/3,K/2 (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001187632 I5F743800984F11D8A97888815A27AB65 (USE FORMAT 7 FOR FULLTEXT)
Manhattan Associates Announces Enhanced Reverse Logistics Management Solution
PR Newswire
Tuesday, April 27, 2004 T13:00:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 821

(Logo: <http://www.newscom.com/cgi-bin/prnh/20020419/MANASLOGO>)

Retailers have diverse **product** offerings that often cannot be **returned** via a single transportation mode. The lack of a convenient, multi-modal returns solution creates...

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based on the item, geography, and disposition-parcel, expedited-parcel or freight. The preferred shipment method for parcel shipments (less than 70 lbs) is the **Postal Service**, with more than 60% of returns flowing through this mode. The combined Manhattan Associates and...

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- Advance **Return** Notification(sm)--Providing integrated in-transit returns visibility to customer service and operations.
- **Returns** receiving--Identifying **returned goods** at the receiving station.
- Financial reconciliation--Applying **merchandise** and customer **return** credits automatically.

"Manhattan Associates' integration of Newgistics' Intelligent Returns Management and SmartLabel capabilities rounds out...

16/3,K/3 (Item 3 from file: 613)
DIALOG(R)File 613:PR Newswire
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00941364 20030228DAF011 (USE FORMAT 7 FOR FULLTEXT)
Pickup and Van Heaven Opens to Serve Tarrant Customers
PR Newswire
Friday, February 28, 2003 08:03 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 443

TEXT:
...Where
All The Best Pickups And Vans Go To Rest", recently opened with a full **product** line of **recycled** pickup and van parts. The facility, located at 1409 Carson, opened February 1 with over...

...more customers are considering recycled vehicle parts vs. new ones."
All vehicles are inventoried in **Pickup** and Van Heaven's state of the art proprietary **computerized** inventory, The Pinnacle System, and then systematically disassembled. Only the parts that pass inspections, and...

...Worth, United Recyclers Group of North Texas. The facilities share best practices, buying, administrative and **delivery** services, and market together.
Tammy Sturgeon, the group's marketing director, says, "we needed this product..."

16/3,K/4 (Item 4 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00860258 20021125LAM028 (USE FORMAT 7 FOR FULLTEXT)
Silicon Graphics Chooses BAX Global's MyRMA(TM) Service

PR Newswire

Monday, November 25, 2002 08:05 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 519

TEXT:

Silicon Graphics Inc. (NYSE: SGI)

has selected BAX Global's Web-enabled **product returns** management program,

MyRMA(TM), it was announced today.

A long-term BAX Global customer, Silicon Graphics' (SGI) is using the Web

powered tool for **returns** of its high-performance computer **products** .

MyRMA

allows SGI personnel to **automatically pickup** shipments from their customers

and then have them delivered to customer facilities for repair of...

...neutral BAXSaver service for a number of years.

MyRMA is BAX's Web-enabled reverse **logistics** tool that simplifies the complexities of managing **product returns** . Launched by BAX in April, the new

MyRMA service was designed to be an easy...

...time, as a

result of BAX developing the online tools and capabilities to manage reverse

logistics , SGI took advantage of the opportunity to utilize those tools and

optimize our own RMA's," said Bob Stephens, Global 3PL manager HW

logistics .

"The technology was there and filled a gap that SGI did not handle very well...

...MyRMA, companies like SGI are able to create a

private, secure area where managers of **product returns** can input all **returns**

pickup and delivery information, serial numbers and other details, like special packaging, inside office pickup...

16/3,K/5 (Item 5 from file: 613)

DIALOG(R)File 613:PR Newswire

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00745748 20020410LAW048 (USE FORMAT 7 FOR FULLTEXT)

BAX Global Offers MyRMA, New Online Reverse Logistics

PR Newswire

Wednesday, April 10, 2002 08:03 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 508

TEXT:

BAX Global today announced that

it would offer its new Web-enabled reverse **logistics** tool, MyRMA(TM), that

greatly simplifies the complexities of managing **product returns** , to any customer who can benefit from this customizable application.

The new MyRMA service was...

...By using MyRMA, companies are able to create a private, secure area where managers of **product returns** can input all **returns** pickup and delivery information, serial numbers and other details, like special packaging, inside office **pickup** and delivery, recycling and disposal requirements.

The MyRMA feature offers **instant** tracking and tracing at the serial number level, improved accounting, billing and management reporting of...

...filling out and faxing forms, calling to make sure pickup has occurred and using multiple **shippers**," he said. "MyRMA streamlines the process, eliminates redundant data entry and provides easy web access...

...The MyRMA service utilizes BAXSuite(SM) domestic product options offering both guaranteed and time-definite **delivery services**. BAXSuite includes the BAXSaver(TM) service, BAX Guaranteed Overnight(SM) and BAXStandard(SM). BAXSaver offers...

16/3,K/6 (Item 6 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00713277 20020205CGTU048 (USE FORMAT 7 FOR FULLTEXT)
Logistics.com Integrates Logistics Planning with Launch
PR Newswire
Tuesday, February 5, 2002 13:05 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 843

TEXT:

...to 12 weeks. Application service provider (ASP) delivery eliminates capital expense while speeding implementation and **return** on investment, although the **product** can also be delivered via remote host or as traditional licensed software.

Optimized for multi...

...comprehensive feature set, including:

- Order Management
- Shipment Management
- Load Consolidation Optimization (Inbound and Outbound)
- Mode **Selection** Optimization
- Continuous Move Optimization
- **Carrier Selection** Optimization (with contract and **dynamic** pricing)
- **Carrier** Tendering (including Autofax, EDI, Web, and tXML)
- Tracking and Tracing
- Intelligent Alerting and Proactive Recommendations
- Reporting
- Freight Payment and Auditing
- Customizable, Dynamic Routing Guides
- Configurable Rating Engine

-- **Carrier** Management (Web- or EDI-based tendering, track and trace, and messaging)

16/3,K/7 (Item 7 from file: 613)
DIALOG(R)File 613:PR Newswire
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00584707 20010604SFM087A (USE FORMAT 7 FOR FULLTEXT)
iPlanet Announces New Expanded Java(TM) Technology-Based E-Commerce Solutions
PR Newswire
Monday, June 4, 2001 10:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,006

...both
their B2B (Business to Business) and B2C (Business to Consumer) customers, increasing the investment **return** for iPlanet customers. The **product** features rich B2B functions, such as order templates and sales quotes to implement repeat orders...

...dynamic matching commerce exchange capabilities are also built into this marketplace solution, allowing transactions to **automatically** initiate if the pre- **specified** conditions of the buyer and seller are met. Integration with back end infrastructure, such as enterprise resource planning, **logistics**, and supply chain management systems, is made simpler using the iPlanet(TM) ECXpert software without...

16/3,K/8 (Item 8 from file: 613)
DIALOG(R)File 613:PR Newswire
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00458558 20001110CHF009 (USE FORMAT 7 FOR FULLTEXT)
Moonbuzz Launches E-Commerce Solution for Retailers And Wholesalers
PR Newswire
Friday, November 10, 2000 09:51 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 495

...online. Merchants are also able to print out shipping labels/packing slips online, and the **shipping company** is **automatically** contacted for **pick** -up.

"MoonBuzz enables mid-market retailers a smoother and easier way to sell their items...

...its merchants an efficient and cost-effective conduit for selling merchandise online, and offers buyers **products** backed with efficient, no-hassle **return** policies, customer service, pre-sale assistance, and post-sale

support. For more information about the...

16/3,K/9 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
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1375139 PHW007
RPS Adds Automated Package Pick-Up to Redesigned Web Site; Other Expanded Features Include Overnight Service Maps and Zip-To-Zone Charts

DATE: November 11, 1998 17:38 EST WORD COUNT: 524

... Inc., one of the nation's largest small-package ground carriers, has again expanded the **interactive** services on its web site to include **automated** package **pick** -up requests, among other new features. RPS is the first ground **carrier** to accommodate pick-up requests on the Internet for both **shippers** and package-returns consignees. The RPS web site address is www.shiprps.com.

Effective this...

... is also available for RPS Package Returns Program(SM) (PRP(SM)) consignees who need to **return merchandise** to the shipper.

"Last year, we introduced a pick up request on our homepage for...

...voice-automated service at 1-800- TRACPAK (877-2725).

The introduction of RPS's new **automated** package **pick** -up feature follows a complete redesign of the RPS web site to allow for easier navigation and closer alignment with the web site of sister company **FedEx**. Other new services now available on the RPS web site: Overnight Service Maps, which give **shippers** a color-coded map of RPS's overnight service zones; and ZIP-to- Zone Charts, which provide **shippers** with shipping zones based on origin ZIP code.

The RPS web site already features interactive...

16/3,K/10 (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0784504 NY046
APPLIED AUTOMATION NAMES EMERY WORLDWIDE PRIMARY AIR FREIGHT CARRIER FOR IMPORT SHIPMENTS

DATE: February 1, 1995 10:54 EST WORD COUNT: 709

...Bartlesville, Okla.-based company also named Emery as its primary air freight carrier for American **goods** -shipments **returned** from worldwide locations, and export shipments over 150 lbs. from the United States to Germany.

According to Tara Gidwani, import export analyst for Applied **Automation**, Emery was **selected** because of its experienced personnel, competitive pricing and customized services available through the Emery construction and mining **logistics** group -- one of 11 specialty marketing groups.

Applied Automation (AAI) provides customized gas analysis systems...

16/3,K/11 (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
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0497936 AT007
WORLD'S FIRST ECO-SMART SPORTS COMPETITION DEVELOPED BY EARTHTEAM'96 AND
GEORGIA GAMES

DATE: July 16, 1992 12:03 EDT WORD COUNT: 731

...Also featured at the Eco Expo will be a large display of usual and unusual **products** made from **recycled** materials -- everything from paper towels to a bird's nest made from recycled plastic...insulation...

...tree seltzers" (an "instant tree" tablet), to environmentally oriented coloring books, and free recycling pick-**ups** for homes and businesses.

EarthTeam'96 formed to turn Atlanta into environmental showcase city
in...

16/3,K/12 (Item 4 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0170423 NE004
INC INTRODUCES ENHANCED 56 KBPS UNIT TARGETED FOR DISASTER RECOVERY
APPLICATIONS

DATE: May 22, 1989 09:04 E.T. WORD COUNT: 368

...89
tradeshaw, offers benefits to users of switched 56 services provided by local and interexchange **carriers**. The **product** is well suited for disaster **recovery** applications because it automatically switches from a primary link to a back-up link under either computer or communications failure. Other features include LCD **indication** of call progress status, inherent disabling of echo cancellation, and **automatic** timeout of unanswered calls.

Set	Items	Description
S1	630153	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	1866102	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	120109	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	326823	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LOGISTICS OR LSP? ? - OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	95942	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	575048	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S7	120145	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	1643879	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S9	404888	S4 OR S5
S10	652012	S6 OR S7
S11	27987	S10(10N)S8
S12	976	S11(S)S9
S13	50	S12(S)S1
S14	17728	S1(5N)S2
S15	12	S12(4S)S14
S16	12	RD (unique items)
S17	205397	(CONSUMER? OR CUSTOMER? OR CLIENT? OR SHOPPER? OR SENDER? ? OR PURCHASER? OR BUYER? OR SUBSCRIBER? OR USER?) (4N) (INFORMATION OR DATA OR LOCATION? ? OR ADDRESS OR ZIP OR ZIPCODE? ?)
S18	69	S12(S)S17
S19	9	S18 AND S3
S20	14	S18 NOT PY>2000
S21	14	RD (unique items)
File 613:PR Newswire 1999-2006/Mar 02		
(c) 2006 PR Newswire Association Inc		
File 813:PR Newswire 1987-1999/Apr 30		
(c) 1999 PR Newswire Association Inc		
File 634:San Jose Mercury Jun 1985-2006/Mar 01		
(c) 2006 San Jose Mercury News		
File 624:McGraw-Hill Publications 1985-2006/Mar 02		
(c) 2006 McGraw-Hill Co. Inc		

21/3,K/1 (Item 1 from file: 613)

DIALOG(R)File 613:PR Newswire

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00459783 20001113DAM003 (USE FORMAT 7 FOR FULLTEXT)

Npassage Selects Data Junction(R) for B2b Integration

PR Newswire

Monday, November 13, 2000 11:00 EST

JOURNAL CODE: PR NEWswire, INTERACTIVE CONNECTION LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 600

TEXT:

nPassage, the premiere Web-based transportation execution system has **selected** Data Junction, the industry leader in data integration software, to **automate** the **data** transaction layer between nPassage **customers** who use multiple legacy flat-file formats, and the company's XML-based Web application. nPassage provides a global transportation execution platform for manufacturers, suppliers, **transportation service** providers and their customers. All participants in the freight transportation community can connect through the...

21/3,K/2 (Item 2 from file: 613)

DIALOG(R)File 613:PR Newswire

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00443248 20001023CHM018 (USE FORMAT 7 FOR FULLTEXT)

Alerts.Com to Provide Personalized Alerting Service on Peworld.Com; The Latest Computer News And Product Reviews Are Now Sent Directly to Wireless Devices Or Email Inboxes

PR Newswire

Monday, October 23, 2000 10:33 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 754

TEXT:

...alerts to a wide range of wireless devices and carriers. Alerts can be sent to **users** immediately when the **information** is posted on

PCWorld.com or at specific, user-defined times during the day.

21/3,K/3 (Item 3 from file: 613)

DIALOG(R)File 613:PR Newswire

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00438522 20001017CHTU013 (USE FORMAT 7 FOR FULLTEXT)

Alerts.Com to Provide Personalized Alerting Service on Localbusiness.Com

PR Newswire

Tuesday, October 17, 2000 10:37 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 774

TEXT:

...alerts to a wide range of wireless devices and carriers.
Alerts can be sent to **users** immediately when the **information** is posted on
LocalBusiness.com or at specific, user-defined times during the day.

21/3,K/4 (Item 4 from file: 613)

DIALOG(R)File 613:PR Newswire

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00400811 20000823TO061 (USE FORMAT 7 FOR FULLTEXT)

Web2mobile Launches Mobile Instant Messenger 2.0

PR Newswire

Wednesday, August 23, 2000 09:12 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 412

This desktop application gives Web2Mobile subscribers the freedom to create multiple group lists and send **instant** messages to individuals as well as **selected** groups of friends and colleagues. Creating organized group lists also provides Web2Mobile subscribers with quick access to an individual's contact information, including phone number and **carrier information**. Previously, mobile **subscribers** using Mobile Instant Messenger 1.0 needed to manually type in an individual's contact...

21/3,K/5 (Item 5 from file: 613)

DIALOG(R)File 613:PR Newswire

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00384332 20000727CHTH013 (USE FORMAT 7 FOR FULLTEXT)

Alerts.Com to Provide Personalized Alerting Service on CBS Marketwatch Site

PR Newswire

Thursday, July 27, 2000 09:50 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 681

...to-end solution gathers users' alert subscriptions, monitors the CBS MarketWatch site for changes, and **automatically** notifies users when the requested changes occur. Users may **choose** to receive their personalized alerts via HTML or plain text email or via brief text alerts to a wide range of wireless devices and **carriers**. Alerts can be sent to **users** immediately when the **information** is posted on CBS MarketWatch or at specific, user-defined times during the day.

"CBS...

21/3,K/6 (Item 6 from file: 613)

DIALOG(R)File 613:PR Newswire

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00367977 20000707CGF021 (USE FORMAT 7 FOR FULLTEXT)

Savvio.Com, Inc. Completes Financing Round of \$14 Million

PR Newswire

Friday, July 7, 2000 11:26 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 735

...departure approaches. Unlike other dynamic pricing Web sites, Savvio.com fully discloses all relevant travel **information** to **consumers**, including the **carrier**, specific route, exact departure and arrival times, current price and number of available tickets. In addition, Savvio.com simplifies the buying process by allowing consumers to buy **automatically** or receive e-mail notification when their ticket reaches their **designated** price point.

About Pyramid Technology Ventures

Pyramid Technology Ventures makes investments in early-stage companies

...

21/3,K/7 (Item 7 from file: 613)

DIALOG(R)File 613:PR Newswire

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00100674 19990503LNM006 (USE FORMAT 7 FOR FULLTEXT)

Customers Spend Less Phone Time With New Voice Recognition System; UPS Extends Speech Technology to Same-Day Pickup Service

PR Newswire

Monday, May 3, 1999 11:00 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 789

...Phone representatives also are available by pressing "0" at any time during the call.

The **UPS Automated Pickup** System is the latest of several phone services

UPS is implementing that use natural language voice recognition technology and

immediate access to its **customer data** base to provide faster and more personalized responses to customer inquiries.

Later this year, a...

...the Automated Pickup
or Tracking systems.

When a customer begins a request through the **UPS Automated Pickup**
or

Tracking system a phone representative assistance is required, the call is transferred to an phone representative. At that point, a text record of the

call in progress -- including all **information** relayed by the **customer**

--

automatically appears or "pops" on the phone representative's computer

screen.

This "Screen Pop" will...

21/3,K/8 (Item 8 from file: 613)

DIALOG(R)File 613:PR Newswire

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00100391 19990503LAM048 (USE FORMAT 7 FOR FULLTEXT)

MGC Communications, Inc. and Accelerated Networks Announce Integrated Broadband Access Network

PR Newswire

Monday, May 3, 1999 08:17 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,091

TEXT:

...multi-million dollar deployment calls for Accelerated's award-winning products to be installed at **customer locations**, central office collocations, and regional host switch sites. Accelerated's carrier class AN-30 integrated ...

...converted the first production customers to the new system, which will also allow subscribers to **dynamically select** services

and query service level agreement (SLA) information.

"A bundled voice and data solution for...

21/3,K/9 (Item 1 from file: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

1409133

SFM065

Pathology Associates Medical Laboratory Goes Online with Pointshare to Improve Services to Northwest Physicians and Patients

DATE: January 25, 1999

08:00 EST

WORD COUNT: 532

... service will give physicians the option of bypassing slow paper distribution processes by receiving results **instantly** on their desktop computers.

"We **chose** Pointshare's service because it gives our physician **customers** the **information** they need in a way that adapts to their existing workflow," said Thomas Tiffany, Ph...

21/3,K/10 (Item 2 from file: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

1148112

NYTH108

TO BUSINESS EDITOR:

DATE: September 4, 1997

09:58 EDT

WORD COUNT: 586

... a unique personal locator service that can be customized on a

cell-by-cell basis. **Location** Inquiry Service enables **users** to access **information** pertaining to a specific business or category of services by dialing a short code number. Once connected to the system, the user simply uses an **interactive** voice-response menu to **select** the information desired. Directory categories, the level and granularity of which can be defined by the **carrier**, could include restaurants, cash dispensers, hospitals, pharmacies, hotels, and cab companies.

ServiceBuilder SCC enables a...

21/3,K/11 (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0261460 NY078
FOUR AIRLINES TO TAKE LEAD IN CARGO INFORMATION SERVICE

DATE: April 23, 1990 12:49 EDT WORD COUNT: 482

...offers a number of benefits not only for the airlines but for forwarding agents and **shippers** as well. Linked into a global **logistics computer system**, customers will be able to **choose** the service best suited to meet their needs and have access to relevant **information** on a timely basis.

Customers will save time in administrative operations, such as booking, customs clearance and receiving, and have...

21/3,K/12 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

01101502
ANR SEEKS TITLE TO LOST CAPACITY; TENNESSEE'S IMPACT ON HUBS PROBED
Inside FERCs Gas Market Report, Vol. 341, No. 14, Pg 16
July 7, 2000
JOURNAL CODE: GMR
SECTION HEADING: TRANSPORTATION ISSN: 8756-3711
WORD COUNT: 2,191

TEXT:

...electronic meter readings accessed periodically throughout the day.

The new service is designed to help **shippers** avoid imbalances incurred under their existing firm or interruptible service agreement using electronic communication and the Internet to give **customers** real-time **information** to permit better supply management. Effective July 1, rate schedule ANS will be available to **shippers** at no additional charge. FERC declined to provide a waiver of several Gas Industry Standards Board standards, **determining** that the **automatic** nomination service can be provided without such a waiver
PG&E Corp.'s National Energy...

21/3,K/13 (Item 2 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications

(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

0211691

Four Airlines To Develop Cargo Information Service

Aviation Daily, Vol. 300, No. 17, Pg 155

April 24, 1990

JOURNAL CODE: AD

ISSN: 0193-4597

WORD COUNT: 295

TEXT:

... full range of door-to-door information logistics, including "all forms" of transportation.

The four **carriers** said they will remain competitive and will not be able to access commercial information concerning...

...offers a number of benefits not only for the airlines but for forwarding agents and **shippers**. "Linked into a global **logistics computer system**, customers will be able to **choose** the service best suited to meet their needs and have access to relevant **information** on a timely basis. **Customers** will save time in administrative operations, such as booking, customs clearance and receiving and have...

21/3,K/14 (Item 3 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

0164115

DOT Issues Advanced NPRM On Computer Reservations Rules

Aviation Daily, Vol. 297, No. 55, Pg 539

September 19, 1989

JOURNAL CODE: AD

ISSN: 0193-4597

WORD COUNT: 167

TEXT:

DOT, saying its preliminary position is to continue in effect and possibly revise the **computer reservations system** rule, yesterday issued an advanced notice of proposed rulemaking to **determine** the need to continue or modify the rule and to obtain comments on a number...

... travel agents. Questions include in the ANPRM cover issues relating to information display, contracts with **carriers** and **subscribers**, service enhancements and marketing **information** and foreign reciprocity. Proposal is slated for publication in the Sept. 21 Federal Register, and...

Set	Items	Description
S1	3307170	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE()(INVENTORY OR LOGISTICS)
S2	19871540	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	691228	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COL- LECTION OR CENTRAL OR GENERAL)(1W)(LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	2216234	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT)() (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	550570	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	6090182	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S7	1503479	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W)(PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB)()SERVER? ?
S8	9462660	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S9	2684794	S4 OR S5
S10	6862891	S6 OR S7
S11	226221	S8(S)S9
S12	15213	S11(S)S10
S13	149272	S1(5N)S2
S14	204	S12 AND S13
S15	46	S14 AND S3
S16	30	S15 NOT PY>2000
S17	25	RD (unique items)
File	9:Business & Industry(R)	Jul/1994-2006/Feb 28
	(c) 2006	The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2006/Mar 01
	(c) 2006	The Gale Group
File	621:Gale Group New Prod.Annou.(R)	1985-2006/Mar 01
	(c) 2006	The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2006/Mar 01
	(c) 2006	The Gale Group
File	16:Gale Group PROMT(R)	1990-2006/Mar 02
	(c) 2006	The Gale Group
File	160:Gale Group PROMT(R)	1972-1989
	(c) 1999	The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2006/Mar 01
	(c)2006	The Gale Group

17/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

01725692 Supplier Number: 24484619 (USE FORMAT 7 OR 9 FOR FULLTEXT)
IT Delivers For UPS
(UPS Worldwide Logistics is expected to generate almost \$1 bil in business in 1998; AlliedSignal Automotive Products Group uses WWL)
Industry Week, v 247, n 23, p 58+
December 21, 1998
DOCUMENT TYPE: Journal; Company Overview ISSN: 0039-0895 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2145

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...That's very important to the customer who doesn't want inventory sitting around."

Currently, **UPS** drivers, after making a **pickup**, transmit data on the shipment to headquarters by inserting a handheld "delivery information acquisition device" (DIAD) into a holding slot on the delivery truck **UPS** also is testing new technology that will enable drivers to transmit shipment information **instantly** to the company's mainframe computers immediately after entering it into the handheld device.

"We...

...makes detailed shipment information more readily available throughout the entire shipping cycle.

For companies that **choose** not to use a computer to transmit and access shipment data, **UPS** has OnLine TeleShip, an **automated** system using a telephone that stores and accesses shipping data.

In the latest wrinkle, UPS...

...markets worldwide. The company contracts with WWL to manage its shipments between plants, distribution centers, **recycling centers**, and retailers. This includes movement of both new auto batteries and used **products** destined for **recycling** and covers both land and raft shipments.

Key pieces of WWL's service to GNB...

17/3,K/2 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

02012156 SUPPLIER NUMBER: 18861808 (USE FORMAT 7 OR 9 FOR FULL TEXT)
UNMC: taking steps toward better healthcare. (University of Nebraska Medical Center) (includes related article about UNMC laboratory system)
(Technology Information)
Tape, Thomas G.; Sisson, Joseph H.
Health Management Technology, v17, n11, p32(4)
Oct, 1996
LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3512 LINE COUNT: 00283

... above will always take you back to the previous screen.

Click on BACK OUT to **return** to the base screen.

Related **Article** : UNMC laboratory systems cuts error and labor cost.

The current trend of laboratory consolidation will...medical director of Laboratory Information Systems at UNMC, is an essential tool for our laboratory **automation** system. The **automation** system, which looks much like a miniature train track dispersed throughout the laboratory, will dramatically...

...lab, the bar coded accession number is scanned by the phlebotomist into the LAS (laboratory **automation** system) and placed into a molded plastic **carrier**. A bar code on the **carrier** is also scanned and is then linked to the accession number of the specimen. By...

...process that takes place on instruments, begins between the LAS and our LIS. The LAS **determines** where to route the specimen and **automatically** sends it to the appropriate **destination**, or workcell. Along the way, scanners read the bar-coded **carrier** to track the specimen's location. By typing in the accession number, the LAS will...

17/3,K/3 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01439859 SUPPLIER NUMBER: 10966948 (USE FORMAT 7 OR 9 FOR FULL TEXT)
From here to there: mail-order shipping options. (includes related articles on the importance of insurance and who gets it there faster)

Grotta, Daniel

PC Sources, v2, n7, p214(5)

July, 1991

ISSN: 1052-6579

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3465 LINE COUNT: 00262

... t enforce that. We'll file the claim with the carrier ourselves." Zeos also pays **return** shipping for any **items** that arrive damaged. TigerSoftware goes one step further: If your purchase is damaged in transit ...

...it the next day. Unfortunately, figuring out comparative rates for comparable services can be exasperating.

Federal Express 's rates are quite simple: Weigh the package, **select** the service and insurance required, and look it up on the rate chart. However, the U.S. **Postal Service** 's Parcel Post service is considerably more difficult, since you must first **determine** the weight and then **choose** from among all the extras: return receipt, certified, third class, priority, express, registered, special delivery, and more. **UPS** 's zone pricing can be bothersome to calculate. **Determining** exact costs can become so complicated that many analysts credit **Federal Express** 's initial success to the simple price schedule that anyone could **instantly** figure out.

An \$80 shareware program called Pony Express easily and instantly calculates precisely how...packages daily. Once, all Federal Express packages were flown by day to the company's **central** distribution **center** in Memphis, sorted in the evening, flown to the nearest city during the night, and...equipment back to your vendor, including warranty repairs, damaged goods, and mistakenly ordered or sent **items**. Never **send back** anything without receiving a **return merchandise** authorization (RMA) number, a code that alerts the vendor to what you're returning and...

...vendor to vendor, but most companies work according to the following formula: You pay for **items returned** because you changed your mind, for warranty repairs, or for exercising the option of a...

...Although a vendor may state that the customer pays all return shipping, if you must **send back** an **item** through no fault of your own, you can usually persuade them to absorb shipping costs...

17/3,K/4 (Item 1 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2006 The Gale Group. All rts. reserv.

02721337 Supplier Number: 66798419 (USE FORMAT 7 FOR FULLTEXT)

MoonBuzz Launches E-Commerce Solution for Retailers and Wholesalers.

PR Newswire, pNA

Nov 10, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 508

... online. Merchants are also able to print out shipping labels/packing slips online, and the **shipping company** is **automatically** contacted for **pick** -up.

"MoonBuzz enables mid-market retailers a smoother and easier way to sell their items...

...a high volume of products and associated services to a network of popular online shopping **destinations** . MoonBuzz has automated the entire supply chain, offering convenience and security for both buyers and...

...its merchants an efficient and cost-effective conduit for selling merchandise online, and offers buyers **products** backed with efficient, no-hassle **return** policies, customer service, pre-sale assistance, and post-sale support. For more information about the...

17/3,K/5 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

04837926 Supplier Number: 66880840 (USE FORMAT 7 FOR FULLTEXT)

MATERIAL HANDLING UPDATE: SAFESHIP PROVIDES VITAL WEB-ENABLED PACKAGING AND HANDLING INFORMATION.

Manufacturing Automation, pNA

Nov, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1284

... risk management; more informed decisions with respect to carrier selection; reduced warranty expense and fewer **returned goods** ; improved customer satisfaction and retention by minimizing the possibility of shipping and handling damage; and...as package drop and impact (drop height and drop orientation), vibration exposure, time-at-temperature (**indicates** temperature exposure during shipment for temperature-sensitive products), ambient temperature, humidity, atmospheric pressure during shipping, power spectral densities, and time-in-transit statistics. Soon, data will be available on **dynamic** and compressive loads. Engineering data may be

selected based on package size and weight, **carrier**, mode, and source/**destination** of shipment.

SafeStats provide comparative statistical handling quality data among various carriers, modes, and routes...

17/3,K/6 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

04060917 Supplier Number: 54142390 (USE FORMAT 7 FOR FULLTEXT)

ANIMAL WASTE: MARYLAND AGENCIES LOOK TO SEND THEIR CHICKEN-SCRATCH PROBLEM UP IN SMOKE.

Solid Waste Report, v29, n34, pNA

August 27, 1998

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1224

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...Resources, has found. The Maryland Environmental Service (MES) has worked with PPRP since 1995 to **determine** the best alternatives for the boilers, said MES Deputy Director Catherine Stevenson. McBurney was brought ...

...the boilers to achieve optimum combustion of the waste while avoiding pollution and possible clog- **ups** of the machinery, Poitras explained. The Georgia company has experience with refuse-derived fuels, having...

...one of the original bidders to study the prison- boiler system, and though McBurney was **chosen**, Poitras said Fibrowatt eventually might become part of the study. The Water Quality Improvement Act...

...law firm of Thorsnes, Bartolotta, McGuire & Padilla, (619) 236-9653. IOWA - Fifty copies of the **computer program** WastePlan, valued at \$1,500 each, have been distributed to local solid-waste planning agencies...

...a nonprofit group in Boston, WastePlan allows planners to simulate a waste-management system and **determine** the effects of various policies, including full-cost accounting. Contact: Paul Ligon, Tellus, (617) 266... Certificate of Registration by the U.S. Patent and Trademark Office for EcoChips (R), a **recycled** landscaping **product**. EcoChips are made entirely from **recycled** wood waste, and more than 20,000 cubic yards of the material have been sold since 1995. This marks the second ACUA EcoProduct to receive the Patent Office's **designation**. EcoPaint (R), which is made from 100 percent post-consumer latex paint collected from Atlantic...

...Certificate of Registration in 1996. Contact: Monica Dubler, ACUA, (609) 272-6921. NORTH CAROLINA - EPA **selected** the **Recycling Business Center**, a project of the state Department of Environment and Natural Resources (DENR), to receive a...

...recycling-business fund and Self-Help, a community development bank, will give \$525,525. Contact: **Recycling Business Center**, (919) 715-6500. SOUTH CAROLINA - The Department of Health and Environmental Control issued a new...

17/3,K/7 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

02653371 Supplier Number: 45373822 (USE FORMAT 7 FOR FULLTEXT)
Best Practices and Technologies for Disaster Recovery
Best Practices Report, v1, n7, pN/A
March 1, 1995
Language: English Record Type: Fulltext
Document Type: Newsletter; Professional
Word Count: 5035

... problems that would occur after several days if this information wasn't pulled to the **central location** for analysis of inventory and things like that. But from a day-to-day revenue...to keeping the lines open is to ensure redundancy. Options include contracting with an alternate **carrier** in case the primary **carrier** goes down; providing duplicate means of communication--cellular or microwave--in case the lines become...

...of the built-in fault-tolerance. "For phone outages, have a list of all the **carrier** access codes, because if your long distance **carrier** goes down, you want to be able to make a phone call. We have a...

...local central office goes out, we'll still have complete phone connectivity that will switch **automatically** at the CO. Because if people can't call you, you can't do business...

...close look at what they actually are going to be putting across that line and **choose** their **carrier** accordingly. If you're talking about inter-office email, Internet or CompuServe may be a... information--inventory, configuration, names and phone numbers--are up to date. The use of disaster **recovery** planning software, or even groupware **products** such as Lotus Notes, can facilitate this process: "One thing we're doing internally right...

17/3,K/8 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

07454550 Supplier Number: 62710640 (USE FORMAT 7 FOR FULLTEXT)
Keep it up!(Internet merchants and customer service)
CAMPANELLI, MELISSA
Entrepreneur, v28, n5, p27
May, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2689

... conducting the chat sessions aren't trained properly.
EHobbies.com. a 100-plus employee hobby **destination** site encompassing content, community and commerce, understands these ideas well. The Santa Monica, California, company...purchases within 30 days for a prompt refund. However, most businesses charge customers a small **return** fee. When the **item** is **returned**, for example, the customer's credit card will be credited for the price of the...

...to-end solution: They take your products from warehouse shelves, pack them, hand them to **shippers** and then send an **automated** e-mail response to your customers to let them know their packages are in transit...
...send notices of shipping, and handle returns. There are literally

thousands of these companies to **choose** from, but experts say the best way to find one that suits your needs is...

17/3,K/9 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06032493 Supplier Number: 53474221 (USE FORMAT 7 FOR FULLTEXT)
IT DELIVERS FOR UPS.(informaiton technolgoy is central to UPS Worldwide Logistics business)
Bartholomew, Doug
Industry Week, v247, n23, p59(1)
Dec 21, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2193

... That's very important to the customer who doesn't want inventory sitting around."

Currently, **UPS** drivers, after making a **pickup**, transmit data on the shipment to headquarters by inserting a handheld "delivery information acquisition device" (DIAD) into a holding slot on the delivery truck. **UPS** also is testing new technology that will enable drivers to transmit shipment information **instantly** to the company's mainframe computers immediately after entering it into the handheld device.

"We...

...makes detailed shipment information more readily available throughout the entire shipping cycle.

For companies that **choose** not to use a computer to transmit and access shipment data, **UPS** has OnLine TeleShip, an **automated** system using a telephone that stores and accesses shipping data.

In the latest wrinkle, ...markets worldwide. The company contracts with WWL to manage its shipments between plants, distribution centers, **recycling centers**, and retailers. This includes movement of both new auto batteries and used **products** destined for **recycling** and covers both land and rail shipments.

Key pieces of WWL's service to GNB...

17/3,K/10 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

03878151 Supplier Number: 45573717 (USE FORMAT 7 FOR FULLTEXT)
RPS Services That Help Companies
Transportation & Distribution, pA6
June, 1995
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 694

... reports help the smaller firms manage their shipping more effectively.

Tracing. RPS offers 24-hour **automated** tracing through its 1-800-TRACPAK(R) (872-2725) audio response system. The customer dials into the system, enters his or her **shipper** and package number, and gets an immediate status report on the package. And because packages are scanned at multiple points throughout their journeys - on the **pickup** van, at the

terminal, at the hub, on the trailer - the customer can pinpoint his...

...the material. This program, notes Johnson, gives the vendor more control over his or her **product** and how it is **returned**.

Proof of Delivery (P.O.D.). In addition to traditional paper P.O.D.s

...for companies that need or are required by regulations to prove a package reached its **destination**.

Multiweight(SM): RPS prices a company's shipment both as a Multiweight shipment (a group of packages shipped to a single **destination**), and as individual small packages, and automatically charges the lower of the two prices.

RPS...

17/3,K/11 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

02575952 Supplier Number: 43418683
RECYCLING IN A BIG WAY
Waste Age, p78
Nov, 1992
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

Consolidated Volume **Transporters** Regional Materials Recovery Facility (Anaheim, CA) processes 3,200-3,500 tpd of mixed solid...

...to process 9,000 tpd. Currently, 1,100 tpd of 51 types of recyclables are **processed**. The **facility**, employing 125 workers, serves nine southern California communities and additional scattered areas and commercial haulers. Workers use a fully **automated**, partially **computerized** curbside collection system. Rapid Rail trucks use robotic arms to **pick** up 110-gal trash containers. Communities served by the facility have a 98% **recycling** participation. **Article** further details the operation. ...

17/3,K/12 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

12993222 SUPPLIER NUMBER: 69412514 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Strange bedfellows.
QUINN, JOHN PAUL
Logistics Management & Distribution Report, 39, 11, 47
Nov, 2000
ISSN: 1098-7355 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2951 LINE COUNT: 00241

... advantage of the discounts by bringing small packages all the way to the USPS Delivery **Destination** Units, the final step before neighborhood delivery. That service, called Airborne@Home, is Airborne's...

...Centers for ZIP-code sorting. Options include two-, three, or four-day service, depending on **destination** and/or shipper selection. Shipments can be tracked through either Emery's or the Postal Service's **computer systems**.

DHL's agreement is essentially the reverse of the previous arrangements (DHL handles the final...

...service areas.

One of the U.S. Postal Service's major focal points has been **returned goods**. "The biggest headache in e-commerce is returns," observes McKiernan. "You can ...has arranged for some e-tailers to place a link to a special Postal Service **product - return** address on their Web sites. Customers can go to that address, click on it, and...

...of global express services. After reviewing the options relative to package size, delivery time, and **destination**, the customer can then obtain rate information, print shipping labels, schedule a pickup, track the...

17/3,K/13 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

12993196 SUPPLIER NUMBER: 69412488 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Parcel carriers are helping e-tailers handle returns.
Logistics Management & Distribution Report, 39, 11, 24
Nov, 2000
ISSN: 1098-7355 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 311 LINE COUNT: 00027

TEXT:

Last year, many Web merchants were overwhelmed with packages when droves of consumers began **returning goods** purchased online after the holidays. Now, just in time for Christmas, two of the nation's leading parcel-shipment carriers are offering new programs to help e-tailers handle **returned merchandise** more efficiently. Both programs ease the **return** of **products** ordered online by allowing consumers to print return labels on their home computers.

... the option of printing an on-screen label from their home computers and then either **returning** the **item** to a **UPS** drop-off location or handing it to a route driver. Company spokesman Steve Holmes says **UPS** 's service differs from **FedEx** 's because it **automates** the returns process for online merchants. At its **returns center**, a merchant can tell from the bar code whether the **item** should be **returned** directly to the manufacturer. A merchant can also **select** a shipment-service level, such as ground or secondday air. Although **UPS** is limiting its returns program this year to a **selected** group of online merchants, it plans to roll it out on a broader basis in...

17/3,K/14 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

12933431 SUPPLIER NUMBER: 68644860 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Different Paths to Economic Reform in Russia and China: Causes and Consequences.(Statistical Data Included)
Buck, Trevor; Nolan, Peter; Filatotchev, Igor; Wright, Mike
Journal of World Business, 35, 4, 379
Winter, 2000
DOCUMENT TYPE: Statistical Data Included ISSN: 1090-9516
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 10819 LINE COUNT: 00892

... to store shares effectively under their own control.

In China however, a 'gradualist' path was **chosen** whereby incremental, partial reforms started as localized experiments that spread inexorably to gradually replace central...

...forms, including firms collectively owned by local governments, foreign-invested firms and new private start- **ups** (Peng, 2000a). Although foreigners may obtain stock in State firms on 'B' markets in Shanghai...

...some with minority, under-represented outside owners) can form joint ventures (JVs) with foreign partners, **selectively** contributing their best physical and human capital. However, this can exacerbate the problems of those...the transition from primary extractive supplier to industrial producer, continuing to export raw materials in **return** for manufactured imports, with manufactured **goods** comprising only 8% of total exports (EBRD, 1997, p. 65).

However, economic reforms and foreign...markets, probably only in the short term. In the long term, MNEs have many alternative **destinations** for their capital. In Russia, enterprise managers and other employees in manufacturing used insider privatization...market collapse in Russia that makes Russia less attractive in the short term as a **destination** for FDI.

China has always provided low country risks for foreigners by scrupulously protecting their...

...some extent, this process has already begun, with Kogut & Singh's (1988) analysis of the **destinations** and entry-modes of U.S. firms 1981-85, in terms of firm-level, industry...

17/3,K/15 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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09301442 SUPPLIER NUMBER: 19072023 (USE FORMAT 7 OR 9 FOR FULL TEXT)
USPS goes from the pony express to a 21st Century operation. (United States

Postal Service)(includes related articles on ElectroCom Automation,
advanced technologies and materials handling equipment)

Modern Materials Handling, v52, n1, pE2(7)

Jan, 1997

ISSN: 0026-8038

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3279

LINE COUNT: 00277

ABSTRACT: ElectroCom **Automation** LP has contracted with the US Postal Service Philatelic Fulfillment Service Center to design an **automated** order- **picking** system. The system falls under the US **Postal Service**'s \$35 million modernization project to create an efficient mail order stamp operation. The \$17...

... as apparel and hosiery. A two-level system currently in production for the U.S. **Postal Service** for handling sheets of stamps will have double the density in the same footprint and achieve extremely high **pick** rates.

But ElectroCom's automated orderpicking systems do more than just pick quick. ElectroCom's...

...restocking operation Equipment: ElectroCom SortMaster Benefits:
Reduction in labor, reduced cycle time

Anyone who handles **return goods** appreciates how labor intensive the operation can be. One of the major challenges involves taking...
Benefits: Productivity increases and improvements in quality, and delivery

time.

Managers at CIBA Vision's **central** distribution **center** could clearly see that business was booming. Evaluating their options, they opted to automate the...

17/3,K/16 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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08579648 SUPPLIER NUMBER: 18170887 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Document distribution: the neglected link in the life cycle of records.(The Many Faces of Records Management)

Sanders, Robert L.

Records Management Quarterly, v30, n1, p57(7)

Jan, 1996

ISSN: 1050-2343

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 6676 LINE COUNT: 00521

... offer discounted rates for standardized, logically consistent addressing practices that enable the Post Office to **automate** its procedures, and thereby to reduce costs and accelerate processing. These rules make it possible to replace letter- **carrier** familiarity with machine certainty: bar-codes to reflect the precise location of the addressee; mail ...

...into groups of the same zip code; and even letters arranged in the order of **carrier** delivery. Of course, to make these **automated** features effective, the rules must **specify** the precise location of each element of these addresses, as well as insist upon the...

...hieroglyphics with standard, typed characters. Although we complain about having to "do more for less" **postal service**, most companies find adherence to the presorting rules worth the savings they reap. Even more important is the implicit assurance that, because it will be handled first, mail which is "**automation** ready" will arrive at its **destination** within the shortest time possible - which, in my experience, has meant "next day delivery" within our metropolitan area. The Post Office's rule-based standardization and **automation** has worked. Indeed, even though we would never admit it to the Post Office, to...find it more difficult than has the United States Postal Service. For the success of **USPS** in converting into an impersonal, efficient system was at least partly due to the fact...most common of these is the habit of delivering mail to individual desks. Except where **automated** "mail mobiles" or **automatic** sorting machines using barcodes are employed, it is difficult to justify mail stops at individual ...

...to be very self-righteous in upbraiding Nicky for offering such preferential treatment to a **select** few "prima donnas" - until I realized he was delivering my mail individually to my desk...wise to learn the Pavlovian behavioral modification techniques developed by the U.S. Post Office: **Return items** that are addressed incorrectly to the sender and offer inducements to those senders willing to...

17/3,K/17 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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07895159 SUPPLIER NUMBER: 16924733 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Software buyers' guide.(Buyers Guide)

Purchasing, v118, n8, p59(6)

May 18, 1995

DOCUMENT TYPE: Buyers Guide ISSN: 0033-4448 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6644 LINE COUNT: 00579

... from suppliers; inquire about a PO by number, product, supplier, or location; and to monitor **items** received, rejected, or **returned**. User-definable "allowable variances" analyze price, quantity received, and timeliness of delivery. Purchase Order also...ordered items are automatically routed to the correct department or drop shipped to the desired **destination**. Materials received may be logged-in by item or PO. Delivery lists are system generated...to most in-house order processing systems for efficient data integration. PB PATHWAY software helps **automate** shipping operations, from ground and air packages to LTL and truckload consolidations. PB EXPORT **automates** and integrates international order processing and export documentation preparation. PB LOAD PLANNING **automates** such tasks as freight consolidations, truckload optimization, vehicle scheduling, **carrier selection**, freight cost calculation, and load management. Tel: (612) 885-7287; Fax: (612) 885-7220.
Purchasing...

17/3,K/18 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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07802330 SUPPLIER NUMBER: 16743810 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Get to know carrier costs.(Column)

Marine, Edward J.

Transportation & Distribution, v36, n3, p86(3)

March, 1995

DOCUMENT TYPE: Column ISSN: 0895-8548 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2007 LINE COUNT: 00170

... must meet certain requirements, based on price, duration, and various other contract provisions.

The contract **carrier**'s services are not held out for the general public but are **selectively** offered to **designated** parties.

* Shipper-freight-forwarder-carrier-receiver. The shipper contracts to provide shipment(s) to the...

...various shippers. Consolidated shipments are then given to forwarder's contracted carriers to move to **destination** consolidation distribution carriers for ultimate delivery to the receiver. The forwarder offers services (including delivery...

...services strictly for their company or division to serve customers or in picking up inbound **products** and **returns**. Some private fleets have also obtained authority to move other companies' freight for compensation. Thus ...

...totes, gallons, drums, and other material handling units. Facilities include material handling facilities at origin, **destination**, and for re-handling at breakbulk and other in-transit facilities. Also shipper and receiver...

17/3,K/19 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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07519869 SUPPLIER NUMBER: 15839870 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**'TRACKER' LAUNCHES WORLD'S FIRST LOST AND FOUND RECOVERY SERVICE; POLICE,
INSURERS, LOST & FOUND, RETAILERS EMBRACE NEW HIGH-TECH SYSTEM**

PR Newswire, p0919FL001

Sept 19, 1994

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1050 LINE COUNT: 00088

... around the world in such venues as police departments, transit stations, airports, public facilities, tourist **destinations** and lost and found departments.

The on-line link between Tracker Recovery Stations and Tracker Member Services allows for the **instant** retrieval of owner information once an item is scanned. The information encrypted in each label...

...Members are notified as to the item's whereabouts and are given the option of **picking** up the item or having it delivered by a network courier partners such as Purolator Courier in Canada, **UPS** in the United States and **DHL** worldwide.

To date, police departments in every Canadian province -- including Metropolitan Toronto, Winnipeg, Halifax, Regina...

...as hotels, hospitals, universities and community centers, to be on the lookout for Tracker-labeled **items** and initiate the **recovery** process. Other committed "Tracker Friendly" locations include over 860 Radio Shack retail outlets and 146...

17/3,K/20 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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06220443 SUPPLIER NUMBER: 12786465 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Buyer's guide to software for purchasing. (Special Section: Office Products
& Business Systems) (Buyers Guide)**

Purchasing, v113, n1, p83(6)

July 16, 1992

DOCUMENT TYPE: Buyers Guide ISSN: 0033-4448 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 7008 LINE COUNT: 00606

... and graphically "zoom in" to a more detailed area if necessary; organize pipeline information by **destination**, traffic lane, equipment number, customer, commodity, or a combination of characteristics; check locations of individual...

...equipment; highlight those that are overdue for reporting; and list shipments which recently reached their **destinations**. Prior shipment information is compiled and maintained in a historical data file for analytical purposes...

...centralized control for multiple site operations. Produces change notices and receiving documents. Confirms receipts and **returns**. Comprehensive vendor, **item**, and buyer performance reporting. Accommodates entry of free-form notes. Optional features include AMSOFT Buyer... including Sales Order Management, Inventory Control, Accounts Receivable, Accounts Payable, and General Ledger. Circle 339

Carrier Logistic Inc. ROUTRONIC 2000 is a customer service, routing, and dispatch system developed for intracity truck fleets providing

delivery and **pickup** service. System receives delivery and **pickup** notices which are then **automatically** routed using a unique grid routing algorithm for each city where the system is installed. Customer service can inquire about the status of all shipments being **picked** up or delivered. Numerous performance and sales reports are available. Mobile Data Interface is also...

17/3,K/21 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

05813348 SUPPLIER NUMBER: 11897268 (USE FORMAT 7 OR 9 FOR FULL TEXT)

International highlights. (1990/91, 1991/92 world cotton production, consumption, forecasts) (U.S. Dept. of Agriculture, Economic Research Service reports)

World Cotton Situation, v92, n1, p10(4)

Jan, 1992

ISSN: 0145-0875 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1269 LINE COUNT: 00105

... two countries would discuss ways to resolve the dispute. China offered three options for settlement: **return** the **goods** to China, charge the country's quota, or release the goods without a quota charge...

...lost \$430 million due to China's ignoring intellectual property rights (copyrights), including piracy of **computer programs** and pharmaceutical patents. Cotton would be one of the commodities China is considering imposing counter...

...Tajikistan

Turkmenistan Georgia

These republics, now part of the Commonwealth of Independent States, are eligible **destinations** for sales with respect to which exporters have yet to apply for export credit guarantees...

...wheat/wheat flour, and wheat. Cotton is not available for GSM programming to these eligible **destinations**. Of the following **destinations**, cotton is produced in Kazakhstan, Uzbekistan, Turkmenistan, Kyrgyzstan, Azerbaijan, and Tajikistan. Currently, little is known...

17/3,K/22 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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05569945 SUPPLIER NUMBER: 11714281 (USE FORMAT 7 OR 9 FOR FULL TEXT)

When a standard container won't do. (out of the ordinary products require unique solutions in packing and packaging)

Buttler, Katherine

Air Cargo World, v81, n12, p18(6)

Dec, 1991

ISSN: 0745-5100 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 2970 LINE COUNT: 00238

... added, "We will take charge of all products and make sure that they are promptly **recycled**."

All UniCargo **Products** are made in the United States and are completely recyclable and approved by the FDA...Haberkorn, may sit on the airport tarmac for a few hours before leaving for their **destinations**.

They then might sit at an airport in Hawaii waiting to be inspected and delivered...capable of interfacing directly with bar code scanning and printing equipment.

Dimensional charges

When a **carrier determines** whether freight will be charged by weight or by volume, it might use Toledo Scale's Space-Weigh[TM] 2000, which **automatically** measures dimensions to 0.4 inches and weight to 0.1 pound at the rate...

17/3,K/23 (Item 12 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

03723813 SUPPLIER NUMBER: 07401947 (USE FORMAT 7 OR 9 FOR FULL TEXT)

U.S. international transactions, third quarter 1988.

Dilullo, Anthony J.

Survey of Current Business, v68, n12, p19(25)

Dec, 1988

ISSN: 0039-6222

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 34939 LINE COUNT: 10013

... were up \$0.1 billion to \$5.9 billion. Although payments for travel to European **destinations** slowed, payments to Japan and the Far East increased. Payments to Canada and Mexico were...

...to a pickup in travel to Japan and the Far East. Average fares to those **destinations** are substantially higher than average fares to European **destinations**.

Other transportation receipts and payments each increased \$0.1 billion. Receipts reflected a small increase...

145.0	152.7	158.0		
Electrical machinery		do		165.7
172.3	175.5			
Transportation				
equipment	do	127.5	129.2	132.
0				
Motor vehicles and parts		do		115.5
...2,073	241			
Ranges, total, shipments		do		1,940
2,143	210			
Water heaters (storage), automatic ,				
shipments		do		3,729
3,951	361			
	2,332			2,809
	264.0			283.6...

17/3,K/24 (Item 13 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

03328101 SUPPLIER NUMBER: 06242765 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Casebook. (examples of carriers and shippers cooperating to get distribution job done)

Foster, Thomas; Bowman, Robert J.; Weart, Wally
Chilton's Distribution, v86, n11, p22(4)

Nov, 1987

ISSN: 1057-9710

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2491

LINE COUNT: 00202

... ages of traffic management. This is exactly the problem retailers have with so-called "vendor **returns**."

Merchandise that is defective, the wrong size or color, or shipped without authorization must be returned sit on the carrier's dock. More importantly, no refund for the **return goods** is made to the department store.

Sanger-Harris (now part of Federated's Houston-based...

...brings up the whole file for London Fog. From this file it determines the correct **return location** for the **merchandise** in question.

The only other manual inputs are descriptions of the goods and the number of pieces. The **carrier**'s pro number is **automatically** placed on the **shipper**'s bill of lading. Shipmaster draws a file of preprogrammed freight rates and immediately **picks** the correct charges. Freight rate pre-auditing is eliminated.

At the same time the bill...

17/3,K/25 (Item 14 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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01758860 SUPPLIER NUMBER: 02658533 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Computer guide: systems, hardware, software. (product descriptions)

Chilton's Distribution, v82, p74(3)

March, 1983

ISSN: 0273-6721

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2207

LINE COUNT: 00204

A. CESANA & ASSOCIATES

A Cesana & Associates offers PDIMS (Physical Distribution information Management System), a comprehensive, **interactive** distribution information system that combines transportation activity and **carrier**-payment information into a single, integrated control system. PDIMS provides its subscribers with powerful distribution management tools for effective **carrier** control, mode **selection**, rate analysis and routing control, as well as access to a vast tariff database for...

...inventory and business operations that support profit margin and customer service objectives, while building your **return** on inventory investment.

Products /Services offered: Hardware, Software, Networking.

CW SYSTEMS, INC.

CW Systems officers TRACE, a rail car...

...information at your fingertips: rail car identification, loaded or empty status, current or previous contents, **destination** and consignee; up-to-date data concerning the location of a rail car, including when...

Set	Items	Description
S1	3307170	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REV- ERSE() (INVENTORY OR LOGISTICS)
S2	19871540	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	691228	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COL- LECTION OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	2216234	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	550570	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED- ()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	6090182	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERAC- TIV? OR ON(1W)FLY
S7	1503479	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PRO- GRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTIO- N? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB)()SERVER? ?
S8	9462660	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SP- ECIFIE? ?
S9	2684794	S4 OR S5
S10	6862891	S6 OR S7
S11	226221	S8(S)S9
S12	15213	S11(S)S10
S13	149272	S1(5N)S2
S14	204	S12 AND S13
S15	46	S14 AND S3
S16	30	S15 NOT PY>2000
S17	25	RD (unique items)
S18	1539415	(CONSUMER? OR CUSTOMER? OR CLIENT? OR SHOPPER? OR SENDER? ? OR PURCHASER? OR BUYER? OR SUBSCRIBER? OR USER?) (4N) (INFORMA- TION OR DATA OR LOCATION? ? OR ADDRESS OR ZIP OR ZIPCODE? ?)
S19	5297	S11(S)S18
S20	101	S19 AND S13
S21	22	S20 AND S3
S22	10	S21 NOT PY>2000
S23	9	RD (unique items)
File	9:Business & Industry(R)	Jul/1994-2006/Feb 28 (c) 2006 The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2006/Mar 01 (c) 2006 The Gale Group
File	621:Gale Group New Prod. Annou. (R)	1985-2006/Mar 01 (c) 2006 The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2006/Mar 01 (c) 2006 The Gale Group
File	16:Gale Group PROMT(R)	1990-2006/Mar 02 (c) 2006 The Gale Group
File	160:Gale Group PROMT(R)	1972-1989 (c) 1999 The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2006/Mar 01 (c) 2006 The Gale Group

23/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

02185721 Supplier Number: 25725223 (USE FORMAT 7 OR 9 FOR FULLTEXT)
UPS without the downs
(United Parcel Service, which reported a \$27.05 bil turnover in 1999 and processed an average of 12.92 mil documents and packages daily, is expanding its European operations)
Packaging Week, p 26
June 01, 2000
DOCUMENT TYPE: Journal ISSN: 0276-6117 (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1294

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...only chance UPS has of sticking to its deadline for delivering packages to their final **destination** - a schedule which is worked out for the customer before the package is even collected...

...services for letters and packages up to 70kg, with time- and day-definite services to **destinations** across the globe and real-time tracking of all shipments. It is also pioneering UPS...
...shipping details; and notify the buyer of the shipping schedule. It can also handle any **returns** of **goods** by initiating the pick-up at the **customer 's location** , verify the **pick** -up address and send the route notice to the seller.

Key to this strategy is...

...UPS expects tracking and telematic solutions also from its co- operation partners to provide the **information** chain for **customers** .

"Industrial standards for the usage of barcodes and scan hardware would simplify the compatibility while...

23/3,K/2 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07517167 Supplier Number: 62901330 (USE FORMAT 7 FOR FULLTEXT)
UPS without the downs.
Ayshford, Hilary
Packaging Magazine, p26
June 1, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1318

... only chance UPS has of sticking to its deadline for delivering packages to their final **destination** - a schedule which is worked out for the customer before the package is even collected...

...services for letters and packages up to 70kg, with time- and day-definite services to **destinations** across the globe and real-time tracking of all shipments. It is also pioneering UPS...

...shipping details; and notify the buyer of the shipping schedule. It can also handle any **returns** of **goods** by initiating the pick-up at the **customer's location**, verify the **pick-up** address and send the route notice to the seller.

Key to this strategy is...UPS expects tracking and telematic solutions also from its co-operation partners to provide the **information** chain for **customers**.

"Industrial standards for the usage of barcodes and scan hardware would simplify the compatibility while...

23/3,K/3 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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12993222 SUPPLIER NUMBER: 69412514 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Strange bedfellows.

QUINN, JOHN PAUL

Logistics Management & Distribution Report, 39, 11, 47

Nov, 2000

ISSN: 1098-7355 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2951 LINE COUNT: 00241

... advantage of the discounts by bringing small packages all the way to the USPS Delivery **Destination** Units, the final step before neighborhood delivery. That service, called Airborne@Home, is Airborne's...

...Centers for ZIP-code sorting. Options include two-, three, or four-day service, depending on **destination** and/or shipper selection. Shipments can be ...service areas.

One of the U.S. Postal Service's major focal points has been **returned goods**. "The biggest headache in e-commerce is returns," observes McKiernan. "You can ...has arranged for some e-tailers to place a link to a special Postal Service **product - return** address on their Web sites. Customers can go to that address, click on it, and print a return label to be affixed to the package, which is then **picked** up at the door by the postman.

FedEx, for its part, recently moved heavily into...

...of global express services. After reviewing the options relative to package size, delivery time, and **destination**, the **customer** can then obtain rate **information**, print shipping labels, schedule a **pickup**, track the shipment, and notify the intended recipient of all pertinent information.

Curtis Watson, vice...

23/3,K/4 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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11068910 SUPPLIER NUMBER: 54711520 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Developing a knowledge strategy.

Zack, Michael H.

California Management Review, 41, 3, 125(2)

Spring, 1999

ISSN: 0008-1256 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 9120 LINE COUNT: 00790

... of how much they invest to catch up. These examples represent what

economists call increasing **returns** .(19) Unlike traditional physical **goods** that are consumed as they are used (providing decreasing returns over time), knowledge provides increasing...took responsibility for physically routing a shipment from its point of origin to its intended **destination** , potentially via several modes of transportation (e.g., truck, rail, ship). Using satellite systems, barcodes...

...track a package throughout its multi-modal trip, functioning as "information central." While this tracking **data** was useful to **customers** , Bay State found a way to add significantly more value while at the same time...

...for customers. Customers could list their shipments on a computer screen. Shipments highlighted in green **indicated** expected on time delivery. Yellow **indicated** the freight was running behind forecasted time. If red, the shipment was expected to arrive...

23/3,K/5 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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10371050 SUPPLIER NUMBER: 20900008 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Previous review
Reverse logistics: five steps to success. (includes related article on outsourcing)

Gooley, Toby B.

Logistics Management Distribution Report, v37, n6, p49(5)

June, 1998

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3010 LINE COUNT: 00248

TEXT:

...bottles? If you do, you should think again. The need to manage waste materials and **returned goods** is growing in all kinds of industries. Today, companies like Xerox, Eastman Kodak, Mobil, Home...
... protecting the environment.

Another important reason is the need to control costs. Frequently, manufacturers treat **recovery** of **products** and packaging as an afterthought. A well-managed reverse-logistics program, however, can bring enormous...

...Express.

2 Decide how and what to communicate with customers. When your customers call about **returning** an **item** , who should they deal with? Chyatte believes the authorization of a return can be a...

...Service Merchandise, for example, uses Redwood Systems to handle phone calls from stores wanting to **return items** . (See the sidebar on Page 52 of this story.)

There are several ways to communicate...

...importance of providing clear, specific instructions to customers can't be overemphasized; without it, unauthorized **returns** , **product** damage and liability problems, and inefficient operations are guaranteed. "When you leave it up to...

...detailed packing instructions, says consultant and Logistics columnist Ray Bohman. Customer ignorance can result in **returned goods** ' suffering more damage coming in than they did going out, making it difficult to reuse ...products should be picked up and by whom. Much depends on the nature of the **item** being **returned** ; if it's clothing, for example, a carrier can

handle all of the pickup and...

...development manager for Redwood Systems, says he often tutors auto dealers in how to manage **returns** of such **items** as engines and transmissions. The battery and most fluids in automobiles are classified as hazardous...

...says consultant Ken Miller of Gardner, Mass. Most often, the manufacturer pays the freight for **returned goods**. "Yet typically the customer estimates the weight, guesses at the bill-of-lading description, and..."

...lading for the customer showing all three of those items.

The biggest questions related to **product** disposition are whether to handle **returns** in centralized or regional facilities and how incoming shipments should be processed. The answer depends...

...better utilization of reusable containers and other equipment. Centralized returns-processing also helps shippers document **returned products** that are exported to secondary markets overseas, supporting claims for duty refunds under U.S...

...Distribution System.

Reselling product overseas is just one of several possible ways to dispose of **returned goods**, he continues. "Essentially, you can refurbish, resell, **recycle**, repackage, or destroy **returned goods**," he explains. Whichever a manufacturer chooses, it should maximize what used to be unproductive assets...

...economical and environmentally responsible way, Wyland says. That decision will determine the design of a **processing facility**, what kind of training workers need, and the specific procedures for handling products as they...

...and reconditioned before being refilled all require different handling procedures and physical layout of the **processing facilities**.

4 Develop information systems to gather necessary data. A successful reverse-logistics program depends heavily...

...returns-management system called "NetReturn" that relies on the Internet to capture customer information, schedule **pick ups**, arrange transportation, and track the status of **returned goods**. All the customer has to do is call the merchant and request a return authorization. Once the **shipper** transmits the shipment details, the information system takes over. It even prompts the merchant to follow up when items are not **picked up** as scheduled.

5 Know the tax, finance, and credit implications of the program. This ...

...logistics managers, but it is one of the primary reasons upper management will support a **reverse - logistics** program. The act of **returning goods** sets off a flurry of finance-related activities, including issuing refunds and credits, accounting for...

...example, retailers and manufacturers traditionally have clashed over the issue of credits and refunds for **returned products**, says Wyland. "Retailers sent back a product and deducted for what they sent back from... your supply-chain strategy, you're cutting your supply chain off short."

Outsourcing helps Service **Merchandise** manage **returns**

For retailers, managing **returned goods** can be a costly headache.

That's because consumers are a fickle lot, **returning items** because the color didn't match their bathroom towels or the clock they bought ticked...
...house. Others, though, find that outsourcing is an efficient, cost-effective means of keeping the **returned - goods** monster under control. One such company is Service Merchandise, based in Brentwood, Tenn. Service Merchandise...

...from 385 stores in 35 states. The company also has a mail-order business.

All **product** returns are handled at a **returns - processing center** operated by Service Merchandise in Bowling Green, Ky., reports Paul Minor, director of transportation. Volume at the **returns center** averages between 30 and 40 million pounds annually, which represents a lot of inventory costs...

...and regional demand, costs, and routing efficiencies to determine the best way to bring the **merchandise** to the **returns center**.

Service Merchandise and Redwood Systems have an unusual gain-sharing agreement that encourages the third party to...

23/3,K/6 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

09840214 SUPPLIER NUMBER: 19767829 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The role of transportation capabilities in international supply chain management.

Morash, Edward A.; Clinton, Steven R.

Transportation Journal, v36, n3, p5(13)

Spring, 1997

ISSN: 0041-1612

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 7234 LINE COUNT: 00651

... Such structural aspects as strategic alliances or regular meetings with customers to share information and **determine** their needs can build in transportation flexibility for supply chain integration and total cost reduction. For example, motor **carriers** and automobile manufacturers have jointly developed side-loading trailers to provide flexibility in terms of delivery sequence and to specific points on the line. Furthermore, nearby **carrier** -operated JIT flow-through warehouses make use of kitting operations and postponed sorting and assembly...

...each item of an order at every step in the international pipeline. U.S. retail **destinations** can be planned and scheduled while the goods are in transit to coincide with special...or Australian executives. In addition, Japanese firms attach significantly greater importance to operational planning for **return** movements such as **product returns** and **recycling**. Similarly, they place significantly greater emphasis on supply chain operational planning for problem recovery. In...

23/3,K/7 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

08167765 SUPPLIER NUMBER: 17463139 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Distribution reform cuts direct path to efficiency.

Foster, Brian

Best's Review - Life-Health Insurance Edition, v96, n5, p78(3)

Sep, 1995

ISSN: 0005-9706

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2304

LINE COUNT: 00200

... life insurance made up almost 90% of all life products being sold. The whole life **product** typically **returned** between 30 and 40 basis points to the insurer.

By 1991, however, the whole life...is least value-added for the customer-basic policy servicing tasks. They have created a **central** teleservicing **center** like those used by Fidelity or American Express. The centers administer all basic servicing tasks...the traditional career system. Additionally, the separation of prospecting and servicing functions restores ownership of **customer information** and solidifies the **customer**'s relationship with an insurer. The benefits of task specialization and market focus have made...

23/3,K/8 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

05792091 SUPPLIER NUMBER: 11866708 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The M&A Rosters; third quarter 1991.

Mergers & Acquisitions, 26, n4, 65(65)

Jan-Feb, 1992

ISSN: 0026-0010

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 104170

LINE COUNT: 10201

... paper, films, and paperboard into the broadest range of packaging options available to food and **consumer** products **customers**. Rampart Packaging, a subsidiary of Shell Oil Co., a subsidiary of Royal Dutch/Shell Group...estimated at about \$15 million. Principals: Walt Disney owns and operates the Walt Disney World **destination** resort located on 29,000 acres near Orlando, Fla., and Disneyland theme park located on...

...and its characters, literary properties, songs, and music. Discover magazine, published by Family Media, contains **articles** of science and technology for the educated layman. Discover is published monthly with a circulation...Management System can support up to 255 locations and provide detailed management reports at a **central location**. It also makes pollable call storage units that connect remote sites of a network to...

...000 Oakbrook, IL

Net Inc.: \$7,261,000 Year End: 3-31-91 Terms: Network **General** acquired all of the shares of Progressive Computing in a stock swap valued at \$9...the assets and operations of two hazardous waste management and remediation subsidiaries of International Recovery **for** their approximate net book value. Other terms of the transaction were not disclosed. Principals: HazWaste...

...facilities in Richmond, Va. The two hazardous waste management and remediation subsidiaries of International Recovery **are** located in Virginia and Delaware. The pending sale of the two subsidiaries to Haz Waste...at February 6, 1991, that had a 10-tons-per-day capacity and a facility **in** Chester County, Penn., with a 2.5-tons-per-day capacity. It is developing a...TETRA Technologies a strategic advantage in both the treatment of industrial wastes and the recycling **of** chemicals. Effective Date: 8-23-91

UtiliCorp United Inc. acq. Centel Corp. [Kansas and Kansas...October 31, 1990, it operated 610 stores in 43 states. Its warehouse and fabric processing **facilities are** located in South

Carolina. All of its stores located west of the Rocky Mountains operate... personal software, microcomputer, and peripheral equipment and installs and services its products at client sites. **The** personal computer business and certain related assets of Photo & Sound include the distribution of computers...at \$625 million in cash and preferred stock. The FDIC agreed in principal and selected **the** joint bid on April 22, 1991. Under terms of the bid, Fleet/Norstar provided a...million in consumer loans. Wells Fargo also assumed responsibility for Great American's data processing **center** in National City, Calif. Wells Fargo and Great American completed the transaction in two stages. The...

...in consumer loans. Wells Fargo also would assume responsibility for Great American's data processing **center** in National City, Calif. Upon completion of the transaction, Great American would manage loan origination offices...billion of mortgages along with rights to Commonwealth Mortgage's software and electronic data processing **facility** . **Effective** Date: 7-3-91

Riverside Group Inc.	acq.	Pima Federal Savings &
Jacksonville, FL	unit	Loan...

23/3,K/9 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

03723813 SUPPLIER NUMBER: 07401947 (USE FORMAT 7 OR 9 FOR FULL TEXT)
U.S. international transactions, third quarter 1988.

Dilullo, Anthony J.
Survey of Current Business, v68, n12, p19(25)
Dec, 1988

ISSN: 0039-6222 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 34939 LINE COUNT: 10013

... commodity categories, partly related to appreciation of the dollar in the second and third quarters. **Consumer** goods increased \$0.8 billion; automotive products, \$0.5 billion; foods, feeds, and beverages, \$0...were up \$0.1 billion to \$5.9 billion. Although payments for travel to European **destinations** slowed, payments to Japan and the Far East increased. Payments to Canada and Mexico were...

...to a pickup in travel to Japan and the Far East. Average fares to those **destinations** are substantially higher than average fares to European **destinations** .

Other transportation receipts and payments each increased \$0.1 billion. Receipts reflected a small increase...rebased to 1982=100. Only indexes with a base later than December 1981 remain unchanged. **Selection** of the 1982 period was made to coincide with the reference year of the shipment...

...to 1982-84 = 100. Only indexes with a base later than December 1981 remain unchanged. **Selection** of the 1982-84 period was made to coincide with the updated expenditure weights, which are based upon **data** tabulated from the **Consumer** Expenditure Surveys for 1982, 1983, and 1984. The last rebasing of these indexes occurred in...

Set	Items	Description
S1	2110	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	18287	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	417	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COLLECTION OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	943	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	358	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	12955	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S7	2701	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	7685	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S9	1271	S4 OR S5
S10	14799	S6 OR S7
S11	306	S10 AND S9 AND S10
S12	767	S1(S)S2
S13	6	S11 AND S12

File 256:TecInfoSource 82-2006/Feb
(c) 2006 Info.Sources Inc

13/3,K/1

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

01198641 DOCUMENT TYPE: Product

PRODUCT NAME: Loftware Print Server Standard, Starter, Enterprise (198641)

Loftware Inc (572071)
18 Brickyard Ct
York, ME 03909 United States
TELEPHONE: (207) 363-3195

RECORD TYPE: Directory

CONTACT: Sales Department

REVISION DATE: 20040530

...with enterprise resource planning (ERP), supply chain management (SCM), and other applications. The system handles **UPS** Compressed MaxiCode Smart Label, GM 1724, TCIF, and other label symbologies. It provides users with ActiveX client control, error detection and **recovery**, event logging, international language support, and other features. The Enterprise version of the **product** adds Internet label printing features. Loftware Print Server is available in English, French, Spanish, and...

DESCRIPTORS: AutoID; Barcoding; Foreign Language Packages; Labels;
Network Servers; Network Software; Print Utilities; Remote Printing

13/3,K/2

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00152229 DOCUMENT TYPE: Review

PRODUCT NAMES: Business Process Integration (811536)

TITLE: BPI Offers Out-of-the-Box Savings for the Midmarket

AUTHOR: Duffy, Richard R
SOURCE: Business Integration Journal, v6 n1 p9(3) Jan 2004
HOMEPAGE: <http://www.bijonline.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20040730

Integration for the mid-market implies that integration vendors may have started to redesign **products** to assist smaller companies compete with larger rivals, but integration **products** remain highly complex, and levels of resources and services needed for implementation and support are on the rise. The results are reduced **return** on investment (ROI) and increased total cost of ownership (TCO). However, integration is still a...
...which is insurance. Some BPI-based solutions ship with reusable process models that assist insurance **carriers** with **automation** and streamlining of interactions with business partners and service bureaus providing reports and data required...

13/3,K/3

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00150936 DOCUMENT TYPE: Review

**PRODUCT NAMES: Xerox DocuTech Network Publisher (563331); ePRIMAC
(213665); Franklin Estimator 2004 (219835)**

TITLE: Management Tools for Efficiency: Business management software--...

AUTHOR: Core, Erin

SOURCE: Graphic Arts Monthly, v75 n10 p38(2) Oct 2003

ISSN: 1047-9325

HOMEPAGE: <http://www.gammag.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20040530

...s Xerox DocuTech, PRIMAC Systems' ePRIMAC, and Franklin Estimating Systems' Franklin Estimator 2004 are among **products** highlighted in a discussion of the likelihood that the beginning of an economic revival will

...The primary advantages of a good business management system, says an expert, are convenience and **return** on investment (ROI). The system should, for instance, have correct, consistent pricing and equally good makeready for paper being purchased, which will save time on wash- **ups** and setups and make money for the shop. The solution also should be tunable to the needs of users. For instance, the most recent system from Avanti **Computer Systems** (6.5) provides **dynamic** scheduling with estimating job costing and tracking, order entry, milestone scheduling, and other features that...

13/3,K/4

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00147131 DOCUMENT TYPE: Review

**PRODUCT NAMES: Competitive Intelligence (847712); Content Providers
(830207)**

TITLE: Online Relevance for Competitive Intelligence

AUTHOR: Ojala, Marydee

SOURCE: Online Magazine, v27 n4 p41(2) Jul/Aug 2003

ISSN: 0146-5422

HOMEPAGE: <http://www.online.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20030930

...online research tools in competitive intelligence. For instance,

ABI/INFORM has the largest number of **articles** from SCIP's (Society for Competitive Intelligence Professionals) official publication, and a search for mentions of Dialog, Factiva, and LexisNexis **returned** only one hit. When a more general search that used multiple terms to describe online searching was done, no hits were **returned**. Conventional online and Internet resources can both find hidden knowledge from substantial quantities of information. Knowledge discovery methods are conceptually different from fact look-**ups** or questions and answers, because knowledge discovery is not concerned with facts, but with unknown...

...but most of that technology targets knowledge discovery from internally generated data. Data-mining software **products** that **automatically** filter huge quantities are promising, but the CI practitioner must still train the software on...

13/3,K/5

DIALOG(R)File 256:TecInfoSource
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00140416 DOCUMENT TYPE: Review

PRODUCT NAMES: Microsoft .NET Framework (058131)

TITLE: Avoid Disaster Downtime: Take the necessary steps to prepare for...

AUTHOR: Walker, Todd

SOURCE: .net, v2 n7 p20(5) Jul/Aug 2002

HOME PAGE: <http://www.thedotnetmag.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20021030

A Microsoft .NET Framework-based backup and **recovery** system that supports Microsoft Windows, UNIX, and many network devices, including routers and switches, is described. Also listed are many third-party commercial software **products** dedicated to backup and backup monitoring. In a Microsoft .NET Framework-based system, applications are frequently distributed. Therefore, internal backup and **recovery** methods should be devised, but users should also consider using third parties that can fill ...

...site in a geographically distant location. A backup checklist should consist of detailed lists of **Web server**, database server, DNS server, directory server, and other components. Hardware and software required to conduct...

...eliminated, use of replicated servers or clustering can be considered as a supplement to back **ups**, in order to add redundancy. Recommended backup and **recovery** procedures for each software component should be reviewed, and an action plan for backup created. Consultants can be hired to assist in backup and **recovery** tasks and also can provide consulting, full hardware/software solutions, and services.

13/3,K/6

DIALOG(R)File 256:TecInfoSource
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00137608 DOCUMENT TYPE: Review

PRODUCT NAMES: mySAP (090212); OracleAS Web Services 9i (093327); Siebel
7 (077101)

TITLE: Ready, Set, Compete: Web services promise to fill gaps in...

AUTHOR: McKie, Stewart

SOURCE: Intelligent Enterprise, v5 n8 p24(6) Mar 8, 2002

ISSN: 1524-3621

HOME PAGE: <http://www.intelligententerprise.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20030130

...improve, expand, or re-engineer the abilities of current strategic business applications for business process **automation** (BPA), including costly customer relationship management (CRM), enterprise resource planning (ERP), and supply chain management (SCM) systems. The result could be a larger **return** on investment and a better solution for users, especially those who conduct collaborative commerce. To benefit currently from Web services, users can choose such available **products** as Dun & Bradstreet's Global Access address verification service; Oanda's currency rate download service; **UPS**'s SCM shipment tracking service; mySAP, an infrastructure bundle that includes a Web application server...

Set	Items	Description
S1	4905702	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	6343126	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	390038	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COLLECTION OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	575105	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	493905	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	1631904	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S7	452003	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	9949034	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S9	1026902	S4 OR S5
S10	1966794	S6 OR S7
S11	78631	S8(S)S9
S12	2813	S11(S)S10
S13	54382	S1(5N)S2
S14	38	S12 AND S13
S15	4	S14 AND S3
S16	4	RD (unique items)
S17	30	S14 NOT PY>2000
S18	26	RD (unique items)

? show files

File 47:Gale Group Magazine DB(TM) 1959-2006/Mar 01
 (c) 2006 The Gale group

File 570:Gale Group MARS(R) 1984-2006/Mar 01
 (c) 2006 The Gale Group

File 635:Business Dateline(R) 1985-2006/Mar 02
 (c) 2006 ProQuest Info&Learning

File 476:Financial Times Fulltext 1982-2006/Mar 03
 (c) 2006 Financial Times Ltd

File 477:Irish Times 1999-2006/Mar 01
 (c) 2006 Irish Times

File 710:Times/Sun.Times(London) Jun 1988-2006/Mar 02
 (c) 2006 Times Newspapers

File 711:Independent(London) Sep 1988-2006/Mar 02
 (c) 2006 Newspaper Publ. PLC

File 756:Daily/Sunday Telegraph 2000-2006/Mar 02
 (c) 2006 Telegraph Group

File 757:Mirror Publications/Independent Newspapers 2000-2006/Mar 02
 (c) 2006

File 387:The Denver Post 1994-2006/Mar 01
 (c) 2006 Denver Post

File 471:New York Times Fulltext 1980-2006/Mar 02
 (c) 2006 The New York Times

File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
 (c) 2002 Phoenix Newspapers

File 494:St LouisPost-Dispatch 1988-2006/Feb 26
 (c) 2006 St Louis Post-Dispatch

File 631:Boston Globe 1980-2006/Mar 01

(c) 2006 Boston Globe
File 633:Phil.Inquirer 1983-2006/Mar 01
(c) 2006 Philadelphia Newspapers Inc
File 638:Newsday/New York Newsday 1987-2006/Mar 01
(c) 2006 Newsday Inc.
File 640:San Francisco Chronicle 1988-2006/Mar 02
(c) 2006 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2006/Mar 02
(c) 2006 Scripps Howard News
File 702:Miami Herald 1983-2006/Mar 01
(c) 2006 The Miami Herald Publishing Co.
File 703:USA Today 1989-2006/Mar 01
(c) 2006 USA Today
File 704:(Portland)The Oregonian 1989-2006/Mar 01
(c) 2006 The Oregonian
File 713:Atlanta J/Const. 1989-2006/Mar 02
(c) 2006 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2006/Mar 02
(c) 2006 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2006/Mar 02
(c) 2006 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2006/Mar 01
(c) 2006 The Plain Dealer
File 735:St. Petersburg Times 1989- 2006/Mar 01
(c) 2006 St. Petersburg Times

18/3,K/1 (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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06006549 SUPPLIER NUMBER: 70368452 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Interlibrary Loan and Resource Sharing Products: An Overview of Current Features and Functionality.

Jackson, Mary E.

Library Technology Reports, 36, 6, 1

Nov, 2000

ISSN: 0024-2586 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 80775 LINE COUNT: 06653

... the United States and Canada.

Terminology Used in the Publication

Interlibrary loan (ILL) and document **delivery** (DD) are encompassing terms that define the process used by a library (or library's...outstanding requests, number of overdues, number of fines, total amount owed, number of 'claims returned,' **and** number of lost items.

Patrons are able to recommend or select potential lenders, or they may select only the bibliographic...

...ILL module prints return address labels and return slips; both are customizable.

When the item **has** been returned, **borrowing** staff update the transaction. Overdue charges, if appropriate, are automatically calculated. The item is automatically...

...lending request depends on local policy and workflow decisions.

The Lending Process: Shipping and Returning **Material**

Lending staff indicate the item **is** being supplied in the ILL staff interface. Charges are automatically calculated. The item is automatically ...

...automatically generated. Electronic notice (e-mail) of shipment may be automatically generated.

When the item **has** been returned, **lending** staff discharge the item **using** ILL staff interface. Additional charges, if appropriate, are automatically calculated. The item is automatically checked...requests are transferred to a separate ILL system or service.

For System Holds, if items **are** returned **at** an agency other than the home agency, an in-transit slip can be printed. If items **are** returned **at** an agency other than the next designated pickup location, a hold in-transit slip can...fees are generated automatically according to policies of the owning library. Even if an item **is** returned **at** a nonowning library, the debit transaction logged is only payable at the owning library. A...

...concerned with special handling, whether in handling pick lists, hold-shelf activity, checkouts, or returns. **The** request is already verified by the patron, the appropriate call number automatically appears on the...

...in combination with Item Branch, Location, or Media codes.

The Lending Process: Shipping and Returning **Material**

The item **is** checked out on the CARL System. Most consortia insert put the item in a courier system with the "hold in-transit" slip showing the destination.

When the item **is** returned, **it** is checked in through the standard circulation process. The system will inform the staff member...desired by the customer. Customizable first and second overdue notices are produced

...Available if the item cannot be found or lent. URSA routes Not Available items automatically **to** the next potential lender unless the next lender is one that requires borrowing library mediation...

...there is no other lender, URSA notifies the borrowing library and that staff will determine **how** to proceed with the request.

Lending library staff can update a request to Not Available...These requests can then be automated or processed manually, or some combination. VDX can automatically **launch** a Z39.50 search to a predefined set of databases to discover holdings. These are...

...the first responder in the lending string based on the patron category. Customers may select **to** mediate all requests.

VDX knows the correct communication protocol for each responder in the lending...authorized, which causes it to be sent to the first lender.

Patrons do not select **potential** lenders, just the items they need. Patrons may include the names of potential lenders in the note field. VDX has an automatic **process** to select **potential** lenders. Each ILL department determines **the** target databases to search for holdings discovery. They can have first and secondary search choices for targets. VDX determines **potential** lenders based on a Z39.50 search to discover holdings. Each potential lender's profile...the item is received by the ILL department. When the ILL staff mark the item **for** return **to** the lending library, VDX can check the item and delete the item from the local...

...test implementer of the NCIP and will incorporate NCIP into VDX.

When a patron returns **a** borrowed item, **staff** access the request as stated above. The requests may be marked returned either individually or ...group of requests (bulk shipping) greatly reduces that estimate.

The Lending Process: Shipping and Returning **Material**

When the item **has** been returned, **lending** staff bring up the request by any of several search methods: current ILL status, current...

...type, and any Boolean combination of 19 fields within the request. Staff then mark items **returned** **individually** or flag several for bulk return action.

The Lending Process: Status Checks, Overdues, Recalls, and...

18/3,K/2 (Item 2 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

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05957862 SUPPLIER NUMBER: 65650608 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Pushing the Envelope: Who Delivers the Most for Business?(Industry Trend or Event)

Miller, Shari Missman

OfficeSolutions, 17, 9, 18

Sept, 2000

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2389 LINE COUNT: 00199

... is too small or too large to deliver.

USPS BUSINESS SOLUTIONS

www.usps.com

The **USPS** Website, www. **usps** .com, which first appeared in 1994, has continued to change in response to the needs of **postal service** customers. It now includes direct access to a number of electronic services: USPSeBillPay, an online bill presentment and payment service; an **interactive** ZIP code locator; and information about hardcopy and package

services. Business Mail 101 provides information on business delivery products and services and assists customers in **determining** which **USPS** service is right for their applications.

NetPost Mailing Online

Debuting on www.usps.com this...

...download postage-paid, plain-paper Priority Mail labels using a PC and a printer, making **merchandise returns** to participating e-tailers convenient.

Expanded Global Guaranteed Service

The growing success of the USPS...

18/3,K/3 (Item 3 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

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05890104 SUPPLIER NUMBER: 65096510 (USE FORMAT 7 OR 9 FOR FULL TEXT)

"If we didn't make our goals," says Mulvey, "we couldn't make payroll.".(Internet raising standard for retailers)

Inc., 62

March 14, 2000

ISSN: 0162-8968

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 4369

LINE COUNT: 00333

... a supersimple order-fulfillment and shipping infrastructure that the company still uses today. Prior to **computerization**, sales staffers would write a phone order on paper, then send along a copy to the warehouse for **picking**, packing, and shipping. Working with those paper "**pick tickets**," warehouse workers would pull the cameras and lenses (and occasionally camcorders and televisions, which...

...products matched the order, recorded the product serial numbers, and filled out a receipt. Then **shippers** packed the items and loaded the boxes onto a waiting **UPS** truck, which carted off the packages every afternoon.

If an item was out of stock...

...issued a return number and ordered a UPS pickup at the customer site. When the **product** came in, the **return** number was recorded; if the package had been opened, the product was sold at discount...

18/3,K/4 (Item 4 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

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05553153 SUPPLIER NUMBER: 60121547 (USE FORMAT 7 OR 9 FOR FULL TEXT)

5TH Annual Best Free Stuff Online.(Buyers Guide)

MCDONALD, GLENN; HOLDEN, GREG

PC World, 18, 4, 105

April, 2000

DOCUMENT TYPE: Buyers Guide

ISSN: 0737-8939

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 5583

LINE COUNT: 00440

... to give up everything as you get older. This Sandbox, however, is decidedly for grown- **ups** --with more than 30 **interactive** sports and financial games to **choose** from. You can take a crack at stock market simulations to experience the heady thrill...notes what percentage (3.5 and up) of your purchase price is donated. If you **return** an **item**, the

donation does not change. By linking to merchants from GreaterGood.com, you also get...

18/3,K/5 (Item 5 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)
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05288498 SUPPLIER NUMBER: 53474221 (USE FORMAT 7 OR 9 FOR FULL TEXT)
IT DELIVERS FOR UPS. (informaiton technolgy is central to UPS Worldwide Logistics business)
Bartholomew, Doug
Industry Week, 247, 23, 59(1)
Dec 21, 1998
ISSN: 0039-0895 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2383 LINE COUNT: 00197

... That's very important to the customer who doesn't want inventory sitting around."

Currently, **UPS** drivers, after making a **pickup**, transmit data on the shipment to headquarters by inserting a handheld "delivery information acquisition device" (DIAD) into a holding slot on the delivery truck. **UPS** also is testing new technology that will enable drivers to transmit shipment information **instantly** to the company's mainframe computers immediately after entering it into the handheld device.

"We...

...makes detailed shipment information more readily available throughout the entire shipping cycle.

For companies that **choose** not to use a computer to transmit and access shipment data, **UPS** has OnLine TeleShip, an **automated** system using a telephone that stores and accesses shipping data.

In the latest wrinkle, ...centers, recycling centers, and retailers. This includes movement of both new auto batteries and used **products** destined for **recycling** and covers both land and rail shipments.

Key pieces of WWL's service to GNB...

18/3,K/6 (Item 6 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)
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05112999 SUPPLIER NUMBER: 20433588 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Supplies, equipment and services. (for recreation)(Buyers Guide)
Parks & Recreation, v33, n3, p135(43)
March, 1998
DOCUMENT TYPE: Buyers Guide ISSN: 0031-2215 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 9957 LINE COUNT: 00960

... of Textron Inc. Ransomes-Cushman-Ryan Toro Company-Commercial Products Division

Retaining Walls

Contech Construction **Products** Hammer's Plastic **Recycling** Midwest Railroad Tie Sales, Inc. Poly-Pavement R.K. Manufacturing, Inc. Rail Construction, Inc. Wausau...Federal Marketing Service Natural Structures Parity, Inc. Park Structures, Inc. Performance Sports Systems, Inc. Pet **Pick - ups** Playcare, Inc. Playworld Systems, Inc. Porter Athletic Equipment Company Premier Polysteel Playgrounds Duality Industries, Inc...

...Sports Recreation Creations, Inc. Reil Construction, Inc. Safe Guard
Surfacing Corp. Safety Play, Inc. SCS **Interactive** , Inc. Site Masters,
Inc. SPI Total Recreation Management
Services, Inc. Tuff Kids by Swing-N...

18/3,K/7 (Item 7 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)
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04767689 SUPPLIER NUMBER: 19469415 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Canon Microprinter 90 microform reader/printer.(Evaluation)
Library Technology Reports, v32, n6, p805(15)
Nov-Dec, 1996
DOCUMENT TYPE: Evaluation ISSN: 0024-2586 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8803 LINE COUNT: 00688

... to make a print if the wrong cartridge is loaded.

In addition to a fiche **carrier** , several interchangeable roll film transports are optionally available for use with 16mm film in cartridges and for **automated** retrieval systems, and one transport is available for both 16mm and 35mm film on reels. The transport which was tested, **designated** the Autocarrier 100R, is the one for 16mm and 35mm film on reels. A novel and potentially useful feature of this **carrier** is its ability to accommodate any roll of film, whether or not the film is wound in the standard manner. The **carrier** is not difficult to interchange with the fiche **carrier** . With a small amount of training, this could easily be done by a library attendant...is reached where only a few prints can be made before the under-toned streaks **return** . Then is when the **cartridge** must be changed. The toner cartridge is located on the right side of the unit...

...image rotation feature which provides image rotation with all lenses.

With its optical image rotation, **selection** of fixed magnification and zoom lenses, **automatic** exposure control, interchangeable film **carriers** to accommodate roll film and fiches, and ability to make positive prints from either positive...

18/3,K/8 (Item 8 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)
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04075561 SUPPLIER NUMBER: 15415808 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Integrated library systems for microcomputers and mainframes: a vendor study. (part 1)
Saffady, William
Library Technology Reports, v30, n1, p5(141)
Jan-Feb, 1994
ISSN: 0024-2586 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 60348 LINE COUNT: 05244

... copies. An authorized operator can assign a special status, such as "lost," "missing," or "claimed **returned** ," to an **item** . Trace requests can be issued for items with special statuses. Such items will be flagged
...

...as a separate item type. At check-in, the system notifies the operator that such **items** are to be **returned** to the interlibrary loan

department. In the event of system failure, a portable data capture...of an item is possible; the amount of time that a borrower is given to **return** a recalled **item**; rates and durations for first and second fine periods; grace periods, which may be specified...

...of an item are present. An authorized operator can backdate check-in transactions. For recently **returned items**, the circulation status field within catalog records can contain a special message for a specified...

...window envelope. Purchase orders are printed in duplicate; one of the copies is to be **returned** with the **item**. Receiving procedures are straightforward. The library key-enters order numbers from the return slips into...records display a "returned" message and the discharge date. Longer intervals can be defined for **items returned** to other branches. Most NOTIS installations rely on barcodes to simplify the entry of item...course number. Hourly loan periods are supported.

The NOTIS circulation module can generate various printed **products**, including due date slips, **return** receipts, payment receipts, hole slips, routing slips, overdue and recall notices, item availability notices, and ...overdue" to items when an overdue bill has been sent, and deletes it if the **item** is **returned**. The status "in transit" is assigned to items checked in at a branch other than...resources for technical services]. Argus 13 (3): 91-97. Peritore, L. 1986. Innovacq and serials **automation** at Hastings Law Library 11 (2): 69-74. Peritore, L. 1988. Innovacq and the University...

...11 (3): 261-70. Powell, J., and Slach, J. 1985. How to evaluate integrated library **automation** systems. Online 9 (2): 30-36. Raivio, M. 1990. YSA ja VTLS: kokemuksia Lapin korkeakoulun...

...Columbus, Ohio: Genaway and Associates, 160-80. Ryan, B. 1992. Beta testing an integrated library **automation** system. Information Technology and Libraries 11 (4): 367-71. Saffady, W. 1987. Characteristics and experiences...

...systems installations. Library Technology Reports 23 (5): 651-767. Saffady, W. 1989. The cost of **automated** cataloging support: An analysis and comparison of **selected** products and services. Library Technology Reports 25 (4): 461-627. Salmon, S. 1986. TOMUS: The...

...4): 51-68. Seely, E. 1988. Old buildings, new faces: Adapting old library buildings to **automation** -- the Cleveland Public Library experience. Journal of Educational Media & Library Sciences 24 (4): 380-87 ...library-developed system. Library Hi Tech 5 (1): 67-75. Shaffer, B., et al. 1993. **Automated** binding procedures: Using INNOVACQ vs. an in-house database. Serials Librarian 23 (3-4): 233...

...System at the King's Fund. Aslib Information 19 (5): 167-68. Sheehy, B. 1993. **Automation** initiatives at the King's Fund Centre for health services development. In Proceedings of the...

...Interfaces environment. Library Hi Tech 9 (2): 69-79. Stackpole, L., and Thomas, C. 1993. **Selection**, implementation, and use of Unix-based library systems in a campus networked environment. In Proceedings...

...Integrated Online Library Systems. Medford, N.J.: Learned Information, 12-14. Steele, C. 1990. Australian **automation** developments, 1989-1990. In Online Information 90: Proceedings of the 14th International Online Information Meeting. Oxford: Learned Information Limited, 469-77. Steele, P. 1983. **Automated** serials control using NOTIS. Serials Review 9 (4): 64-73. Steffey, R. 1990. The NOTIS...

...agent. Serials Librarian 19 (3-4): 187-89. Sybrowsky, P., and Wilson, K. 1986. DYNIX **automated** library systems. Library Hi Tech 4 (2): 39-49. Szarejko, C. 1992. A hierarchical decision...

...of Alabama's NOTIS system. Library Software Review 12 (2): 38-42. Tiwana, P. 1991. **Computerizing** a small library. Herald of Library Science 30 (3): 229-32. Tolnai, G. 1992. A hazai koenyvtargepesites a megvaltozott vilagban [Library **automation** in Hungary in a changed environment] Tudomanyos es Mueszaki Tajekoztatás 39 (7-8): 303-309...
...566-70. Turkka, H. 1992. Strategy for the integration of satellite libraries in the VTLS- **automated** system at the Helsinki University of Technology Library. IATUL Quarterly 5 (3): 199-206. Turner...

...Proceedings of the 1976 Clinic on Library Applications of Data Processing: The Economics of Library **Automation**. Urbana-Champaign: University of Illinois, Graduate School of Library Science, 133-44. Vom Heed, A...

...90: Proceedings of the Conference. Weston, Conn.: Online Incorporated, 164-66. Walckiers, M. 1992. Library **automation** in Europe. IAUL Proceedings (New Series) 1 (1): 16-22. Walton, R. 1987. The 1986 **automated** system marketplace: New perspectives, new vistas. Library Journal 112 (7): 36-43. Wang, H. 1993...

...Library Hi Tech 1 (3): 44-46. Warmann, C. 1987. An experimental document retrieval and **delivery service** to extension agents and agricultural experiment stations in Virginia. In The Off-Campus Library Services...

...microcomputer. Database 11 (3): 117-23. Weas, A. 1993. MultiLIS software and the SUNY library **automation** program. Library Software Review 12 (2): 32-37. Webb, T. 1987. Hybridization and the return...Associates: A system overview. Library Software Review 12 (4): 27-34. Woods, R. 1986. Library **automation** in British universities. Program 20 (4): 359-81. Woodward M. 1990. Innovacq implementation: A reference...

18/3,K/9 (Item 9 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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03876563 SUPPLIER NUMBER: 13605216 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Japan's leap toward space. (Japanese space launches)
Ressmeyer, Roger H.
Sky & Telescope, v85, n4, p34(3)
April, 1993
ISSN: 0037-6604 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1510 LINE COUNT: 00114

... the Tsukuba Space Center northeast of Tokyo, I visited astronaut training facilities, space-station mock- **ups**, and test chambers for an **automated** space plane optimistically called HOPE (for H-2 Orbital Plane). This latter vehicle will be used in the late 1990s to **pick** up precious made-in-space **products** and **return** them to Earth without depending on NASA's Space Shuttle.

Despite decades of interest, this...

18/3,K/10 (Item 10 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)

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03807789 SUPPLIER NUMBER: 13246910 (USE FORMAT 7 OR 9 FOR FULL TEXT)
What is customer-driven marketing?
Naumann, Earl; Shannon, Patrick
Business Horizons, v35, n6, p44(9)
Nov-Dec, 1992
CODEN: BHORA ISSN: 0007-6813 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT; ABSTRACT
WORD COUNT: 6646 LINE COUNT: 00549

... and tries to treat its customers fairly. Very often the firm will have a lenient **return** or exchange policy for its **products**. After all, the blissful firm wants to keep its customers satisfied! The blissful firm often...activities as repair and service on its computers. By delegating repair and service (along with **pickup** and delivery) to **Federal Express**, Commodore achieved better customer satisfaction at a much lower cost. Only by working closely with...

...ways works closely with suppliers to develop and implement JIT delivery systems. Integration with the **computerized** ordering process was necessary for Consolidated Freightways to deliver the consistency required for JIT efficiency...

...those associated with handling and replacing defective products, as well as rebates to customers who **return** partially used **items**. Virtually every sales representative must handle **returned merchandise**, so some portion of "selling expenses" should be charged to the cost of dissatisfaction.

Liability charges associated with warranties or guarantees normally are based on some expected rate of **product** failure or **returns**. Since these programs are designed to ensure customer satisfaction, associated costs should be included as...

18/3,K/11 (Item 11 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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03719316 SUPPLIER NUMBER: 12216648 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Databases. (question-and-answer) (Column)
Ricciardi, Sal
PC Magazine, v11, n12, p381(3)
June 30, 1992
DOCUMENT TYPE: Column ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 1684 LINE COUNT: 00152

... used with data in several forms, among them filenames, field names, arrays, and defined pop-**ups**. Only defined pop-**ups** have the MOVER option, which uses double-ended arrows to allow the user to slide...

...and down the list to place them in any order desired. In my two-column **pick** list, the list of available items uses an array, but the list of **selected** items uses a pop-up so the user can reorder the results. This means I have to add to the pop-up **dynamically** as items are **chosen**.

To create the pick list routine, you need code or functions that perform the following...

...specify a title or leave it out for the default title. When SLIST finishes, it **returns** the number of **items** selected. This version comes

```

with two buttons: OK and Cancel. Once you grasp the basic...next bar
number, PRMBAR() its prompt aSelected(n) =
PRMBAR('pSelected',GETBAR('pSelected',n)) ENDFOR ENDIF
    RETURN (nSelected) && Return number of items selected * *
FUNCTION Slist...

...nAvailpos ENABLE    && enable the Available listbox
ELSE
SHOW GET nAvailpos DISABLE && Otherwise disable it
ENDIF RETURN .T. * * FUNCTION fnAdd - Add an item to the Selected
list *
FUNCTION fnAdd && Add an item to Selected list
PARAMETER nPicked
nSelected...

...curobj = 2          && put cursor on the OK button.
ENDIF
SHOW GETS && Update screen
RETURN .F. * * FUNCTION fnRemove - Remove an item from the
Selected list *
FUNCTION fnRemove && Remove item from Selected list
PARAMETER nPicked
nSelected = nSelected...

```

18/3,K/12 (Item 1 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
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02004843 Supplier Number: 67581982 (USE FORMAT 7 FOR FULLTEXT)
Focus on Mixing and Blending.
Food Engineering, v72, n11, p28
Nov, 2000
ISSN: 0193-323X
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2971

... dougmac.com
Product 276
Preformed tray packaging machine
With a built-in converger and optional **automatic** loader, the
INPACK S45 offers flexibility as a stand-alone packaging machine or part of
a fully **automatic** line. Trays can be placed in the machine **carriers**
automatically or by hand. The **carriers** index forward on cycle into the
die box chamber. The chamber closes, pulling a target vacuum and
back-flushing the package with a **specified** gas mixture. Seal heads and
knives cut and process film for a wrinkle-free and closely-trimmed
appearance. When the chamber opens, the sealed packages are **selectively**
discharged into a built-in converger where the trays are channelized for
metal detection and...fines, completely separate of the product zone. Oil
flow and the wiping action of the **returning product** conveyor belt
remove fines from the full width of the pan and directs them back...

18/3,K/13 (Item 2 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

01909367 Supplier Number: 62710640 (USE FORMAT 7 FOR FULLTEXT)

Keep it up!(Internet merchants and customer service)

CAMPANELLI, MELISSA

Entrepreneur, v28, n5, p27

May, 2000

ISSN: 0163-3341

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2689

... purchases within 30 days for a prompt refund. However, most businesses charge customers a small **return** fee. When the **item** is **returned**, for example, the customer's credit card will be credited for the price of the...

...to-end solution: They take your products from warehouse shelves, pack them, hand them to **shippers** and then send an **automated** e-mail response to your customers to let them know their packages are in transit...

...send notices of shipping, and handle returns. There are literally thousands of these companies to **choose** from, but experts say the best way to find one that suits your needs is...

18/3,K/14 (Item 3 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)

(c) 2006 The Gale Group. All rts. reserv.

01883888 Supplier Number: 61605102 (USE FORMAT 7 FOR FULLTEXT)

Building on Tradition;Blue-chips share hopes and pitfalls of moving into interactive future.(Panel Discussion)

compiled by Christine Bunish, Kate MacArthur; Neff, Jack

Advertising Age, v71, pI72

April 17, 2000

ISSN: 0001-8899

Language: English Record Type: Fulltext

Article Type: Panel Discussion

Document Type: Magazine/Journal; Trade

Word Count: 3440

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...shopping at home then walking into a store to shop, touch, ask questions, buy or **return merchandise**. As a strong, established brand and a retailer with stores as well as an e...

... consumer. In a permission-based environment, targeted/personalized marketing will thrive. The consumer will ultimately **decide** what level of targeted/personalized marketing is acceptable -- and it is up to the company...

...they save time by having someone give them the information they really want. AA: Will **interactive** advertising and marketing make traditional, less-targeted advertising and marketing obsolete? Where will traditional advertising...

...marketing fit into the grand scheme of things? Mr. Flanagan: It's dangerous to label **interactive** advertising as non-traditional vs. traditional. By labeling this vehicle as such, it will be...

...also difficult to see the value of mass advertising and marketing diminishing anytime soon. Until **interactive** can prove it can build

sustaining brand equity and awareness, I don't believe anyone...

...We don't see traditional forms of advertising and marketing disappearing anytime soon. But as **interactivity** moves from the computer terminal to other vehicles, such as mobile phones, the number of...

...invite consumer participation. AA: Are banners dying a slow death? If so, what modes of **interactive** advertising and marketing will be the most effective? Mr. Flanagan: Maybe. But we have never...

...rather than as an interruption of that. But there already are a number of promising **interactive** marketing models that don't rely on banners or on **interactive** advertising spending, per se. An example would be a diffusion model that leverages the viral...have to be better and more relevant. I think they will become more animated and **interactive** -- continued growth of richer banners. There will be more pop-**ups**, more targeting using key words to serve the right message to the right person at ...

...also be opportunities. For example, as control shifts to consumers, making them more demanding and **selective**, shifting economics and increasing price/value pressures, it provides brand new opportunities for us. We...

...agree with the view that the Internet revolution is still in an early stage. What **interactive** technology provides today -- but will provide to a much greater degree in the future -- is...

18/3,K/15 (Item 4 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
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01826495 Supplier Number: 57559822 (USE FORMAT 7 FOR FULLTEXT)
Amway fills a shipping void.(cushioning/protective packaging systems cuts the dunnage costs of Amway's facility in Norcross, GA)
Hartman, Lauren R.
Packaging Digest, v36, n10, p42(4)
Sept, 1999
ISSN: 0030-9117
Language: English Record Type: Fulltext Abstract
Document Type: Tabloid; Trade
Word Count: 1736

... by some 2.5 million independent business owners worldwide.
Designed to block, brace and wrap **products**, the FASTStuff(TM) 100-percent- **recycled** kraft paper void fill is semi-automatically dispensed from rolls 27 inches wide at speeds...

...through Industrial Packaging Corp.

In operation, once the Wexxar machines erect case blanks, the empty **shippers** leave the mezzanine level of the operation on the Arrowhead empty-case conveyor and head to the **computerized picking** area. They receive an order list and a bar-coded label

18/3,K/16 (Item 5 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

01730598 Supplier Number: 53940140 (USE FORMAT 7 FOR FULLTEXT)

Upwardly Mobile.

Reeves, Betsy
Wireless Review, n1097-3893, pNA
Feb 28, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1709

... said. "This has everything in one place."

One benefit to the Internet is that a **carrier** can display the items it wants to sell, whether the customer wants to see them or not. After a BAM customer **picks** his phone and service plan, he **automatically** views accessories to go with the phone. He can add anything he wants to his...

...and then check out. At checkout, the customer sees a list of the things he **picked** and has the option to remove anything, or he may **return** to the store to add **items**. He also can read the **return** policy here. Once the customer is ready to check out, BAM asks for his personal...

18/3,K/17 (Item 6 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

01722340 Supplier Number: 53634436 (USE FORMAT 7 FOR FULLTEXT)

A bit of push and shove.

Chemist & Druggist, p18(1)
Jan 9, 1999
ISSN: 0009-3033
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Professional Trade
Word Count: 970

... using a hand-held computer terminal, which sends orders along telephone lines to HQ overnight. **Computerised picking** lists are produced and checked off with hand-held terminals using bar-codes at the warehouse. Orders are packed on site and delivered by an external **carrier**. Deliveries are received at pharmacies within 48 hours of placing the order.

Progress is dear...

...including Boots The Chemists and Lloyds Pharmacy.

Murray faces stiff competition in most of its **product** areas. However, the profit on **return** on its **products** ranges from 30-40 per cent, which is at least as good, if not better...

18/3,K/18 (Item 7 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
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01226242 Supplier Number: 42401036
Personalized Production
Catalog Age, v8, n10, p77
Oct, 1991
ISSN: 0740-3119
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

...Personalized catalog production would be helped by three basic technologies: database/electronic publishing systems link- **ups** ; the printing of targeted in-catalog messages using databases; and **selectively** binding different versions of a catalog by using database-driven list encoding. Catalog firms' methods...

...targeting is not planned. Database marketing builds long-term customer relationships, while providing the best **return** on marketing spends. The **article** provides detailed discussion of integrated merchandising/publishing, and Fingerhut's and Sears' adoption of this technology; imprinting messages in catalogs; and **selective** catalog binding. Sidebar articles discuss personalized production and imprinting technology.

...

18/3,K/19 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
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2122798 65004930
LI shipper exploiting e-commerce returns
Genn, Adina
Long Island Business News v47n48 p4A
Dec 1, 2000
WORD COUNT: 1,032
DATELINE: Hyde Park New York

TEXT:

...in a niche that many industry giants have overlooked: packaging and picking up large-sized **returned goods** for e-tailers and relocating equipment for Fortune 500 companies.

While the activity still represents...

...Forrester Research.

AGS created the new division after market studies showed that the rate of **returned goods** purchased online are projected at 10 percent to 40 percent. Much of that occurs in...

...or installing equipment. This service, while offered previously by AGS as an a la carte **item**, is now part of **recovery** and return's comprehensive offering.

Similarly, most package carriers readily pick up **returned goods** but usually have weight restrictions of between 70 and 150 pounds. These carriers also may...

...as United Parcel Service and the United State Postal Service also offer Web tracking, although **UPS** enables users to track merchandise using either an assigned number or the customer's own reference number. Both **carriers** offer **interactive** online **pickup** requests and the ability to print shipping labels. **UPS** also allows clients to keep track of their returns inventory.

Steven Holmes, a UPS spokesman...

18/3,K/20 (Item 2 from file: 635)
DIALOG(R)File 635:Business Dateline(R)

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2060617 52707633

Adams investment fuels e-tailer startup

Guzzo, Maria

Pittsburgh Business Times Journal v19n39 p3

Apr 14, 2000

WORD COUNT: 920

DATELINE: Pittsburgh Pennsylvania

TEXT:

...com CEO David Hommrich said his company closed on the funding and launched its first **product**, the Virtual **Return** Desk, this week.

...the purchase site and click on the hyperlink to the Virtual Return Desk. The software **automatically** takes care of shipping the item, from selling the postage and printing the shipping label to scheduling the **pickup** with a **carrier**. ReturnCentral's employees create the software and sell and market the service.

The product can...

18/3,K/21 (Item 3 from file: 635)

DIALOG(R)File 635:Business Dateline(R)

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0492328 94-46320

LaserStar claens up with recycling

Prince, Cathryn J

Boston Business Journal (Boston, MA, US), V14 N5 s1 p14

PUBL DATE: 940318

WORD COUNT: 736

DATELINE: Woburn, MA, US

TEXT:

...going green.

The 30-year-old president and founder of LaserStar, a Woburn-based laser **cartridge recycling** company that will log sales of more than \$1 million this year, fashioned an enterprise...

...empty laser printer cartridges were being thrown away each year, Trudel saw an opportunity in **recycling** and refilling the used **cartridges**. Starting out of her parent's garage in 1988, she began collecting empty cartridges, disassembling...
...a million in sales this year."

LaserStar collects customers' empty cartridges through an arrangement with **United Parcel Service**, which **picks** up the customer's empty cartridge and delivers it to Trudel's company. The cartridges...

...refilled with more toner. Newly filled cartridges are then sent back to the companies with **automatic** return labels and tape for the next time they need refilling. Each **cartridge** can be **recycled** about 10 times.

The cost is only \$50 for a **recycled** Hewlett-Packard laser printer **cartridge** from LaserStar, compared with \$125 for a new one from a store.

LaserStar is always...

...the old cartridges for about \$5 and resells them to companies satisfied to have the **recycled product**.

LaserStar is one of the few companies to **recycle** laser printer **cartridges**. Of an estimated 50 million toner cartridges expected to be used this year, only about...
...previous, often disastrous attempts by other companies to do the same.

"At first people were **recycling cartridges** using the drill-and-fill method," Trudel said. "You'd drill a hole in the..."

...because the excess toner would explode inside printers and faxes, business began to shun the **recycled product**.

"When we first started people were like, 'Wow! I didn't know you could do..."

...people," she said.

Trudel and her staff of eight employees have come up with their **cartridge recycling** method through trial and error. She also has attended numerous trade shows and read reams...

...one customer at a time."

One local customer, Adrian A. Gaspar CPA of Cambridge, began **recycling** its **cartridges** in 1986. But until the accounting firm began using LaserStar early last year, it was...

18/3,K/22 (Item 4 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0416987 93-69006

The top twenty

Anonymous

Business for Central New Jersey (Princeton, NJ, US), V6 N15 s1 p4

PUBL DATE: 930728

WORD COUNT: 12,755

DATELINE: NJ, US

TEXT:

...to \$2 million on mail-sorting equipment, and 40 employees operating three 95-foot long, **computer - controlled** machines can sort more than 36,000 pieces of mail per hour. Presort Partners has four trucks that **pick** up mail daily from as far away as Boston.

The second subsidiary, Galway Graphics, opened...

...fastener, the prototype is sent to Japan and Taiwan, where manufacturing takes place. When the **product** is **returned** to the Somerset warehouse, Scheinert and his staff put it through a tough inspection process...

18/3,K/23 (Item 1 from file: 711)
DIALOG(R)File 711:Independent(London)

(c) 2006 Newspaper Publ. PLC. All rts. reserv.

06298058

Exit from the Japanese time warp

Independent (IN) - Friday, October 25, 1991

By: TIM JACKSON

Edition: 3 Section: Business and City Page Page: 23

Word Count: 1,274

... scale and marketing muscle of big supermarkets have driven out small shops but offered in **return** a wider range of **goods** at low prices, nothing of the kind has happened in Japan.

Here, small shops have...

... and a fax sending service. The shops also serve as pick-up points for overnight **delivery services** and for companies that rent anything from skis to video cameras by ...to pay their gas and phone bills. For the future, Seven-Eleven plans to install **automated** teller machines so that customers can draw money in the middle of the night, when...

18/3,K/24 (Item 1 from file: 471)

DIALOG(R)File 471:New York Times Fulltext

(c) 2006 The New York Times. All rts. reserv.

03842546 NYT Sequence Number: 792195981115 (USE FORMAT 7 FOR FULLTEXT)

HOLIDAY MOVIES; A Busy Season Of Cops, Spies And Aliens

ANITA GATES

New York Times, Late Edition - Final ED, COL 01, P 37

Sunday November 15 1998

DOCUMENT TYPE: Newspaper; List LANGUAGE: English RECORD TYPE:

Fulltext SECTION HEADING: SECT2A

Word Count: 7937

... deal with mixed feelings about a new baby in the family, Dil (short for Dylan) **Pickles**. Trying to return him to the hospital, they encounter a scary forest, a wizard, a...

...think of it as "Tootsie" in reverse). Joseph Fiennes, Ralph's brother, plays Shakespeare, who **decides** to change the name of his work-in-progress, "Romeo and Ethel." Gwyneth Paltrow is...

...Lou Gehrig's disease who does not plan to die a virgin. Dec. 25.

(Related **article**, page 21.)

Return Engagements

(Sequels)

I STILL KNOW WHAT YOU DID LAST SUMMER -- Isn't that fisherman dead...

...delight in defying authority and carried off some amazing heists. Jon Voight plays the policeman **determined** to catch him. John Boorman ("Deliverance") wrote and directed. In black-and-white. Dec. 18...

...Right in the middle of football season. Elijah Wood and Laura Harris star. The grown- **ups** include Bebe Neuwirth and Jon Stewart. Dec. 25.

(Related article, page 42.)

SIX-STRING SAMURAI...

...string quarterback. Jon Voight is his coach. Jan. 15.

OFFICE SPACE -- Ron Livingston plays a **computer programmer** having a midlife crisis in his 20's. He and his fellow wage slaves devise...

18/3,K/25 (Item 1 from file: 713)
DIALOG(R)File 713:Atlanta J/Const.
(c) 2006 Atlanta Newspapers. All rts. reserv.

10820135

DAILY BRIEFING

Atlanta Constitution (AC) - Wednesday, November 15, 2000

By: Staff reports and news services

Edition: Home Section: Business Page: E2

Document Type: Brief

Word Count: 2,241

TEXT:

...said its pet-food sales were down 6 percent to \$276.6 million. **DEALS: GM picks** Electronic Data to provide Web space Detroit --- General Motors **selected** Electronic Data Systems Corp. to provide computer storage for GM Web sites that link businesses...

... competition for Atlanta-based WebMD Corp. MedUnite Inc., based in San Diego, will create an **interactive** network to execute transactions, such as payment claims, patient referrals and eligibility checks. The founding ... other cities are the target of a national protest of the retailers' sales of non- **recycled** paper **products** . The Dogwood Alliance and other environmental interest groups including Students for Environmental Awareness and the...

...list for the past few years --- were followed by the Oldsmobile Cutlass, Chevrolet full-size **pickup** truck, Honda Civic, Toyota Corolla, Jeep Cherokee/Grand Cherokee sport-utilities, Chevrolet Caprice, Ford Taurus...

... year's top 10 were the Caprice, Taurus and Cavalier, replacing the Ford F-series **pickup** truck, Ford Mustang and Dodge Caravan. Isuzu Troopers recalled after fuel leaks found Washington --- Isuzu...

... begin contract negotiations 14 months early because of recent contract gains by pilots at other **carriers** . The Continental pilots' request follows immediate pay raises of 21.5 percent to 28.5...

...site in Dearborn, Mich. The new Dearborn Truck Plant will initially make the Ford Ranger **pickup** truck and will be able to use three vehicle platforms to produce nine different models...

18/3,K/26 (Item 2 from file: 713)
DIALOG(R)File 713:Atlanta J/Const.
(c) 2006 Atlanta Newspapers. All rts. reserv.

10504047

DAILY BRIEFING

Atlanta Constitution (AC) - Tuesday, January 4, 2000

By: From staff and wire reports

Edition: Metro Section: Business Page: B2

Document Type: Brief

Word Count: 2,423

TEXT:

...executive changes

Los Angeles --- Mattel Inc. confirmed that it named Bernard Stolar president of Mattel **Interactive** and said Chief Financial Officer Harry Pearce will retire in March. The company said it...

...auditor for Ants Software.com, a company that says it can accelerate the speed of **computer programs**, said he may have to resign because he was unaware of a statement contained in...

... 12 areas it plans to enter include Phoenix, Minneapolis and Tampa, with others not yet **determined**.

Sprint reaches pact with CWA in Florida

Westwood, Kan. --- Sprint Corp. said it reached a...

... Co. Ford also said it hired a former Daewoo executive, Ulrich Bez, to help it **determine** how much South Korea's second-largest automaker may be worth. Daewoo Motor has \$16...

... not set dates. The vote is a historic event at Delta, the least-unionized major **carrier**.

Shareholder drops suit against Midway

Wilmington, Del. --- Midway Airlines won't have to face a...

... service between London and Pittsburgh, the Department of Transportation said. British Airways PLC, the only **carrier** allowed to provide direct flights between the two cities under the current bilateral aviation treaty, last year suspended the service to cut costs. US Airways Group Inc. probably would be **chosen** for the flights because of its Pittsburgh hub.

Utilities: Kansas City Power backs out of...

...quarter.

--- Staff, Dow Jones News Service, Associated Press, Bloomberg News
Maria Saporta's column will **return** soon.

> Denotes **item** of particular local interest.

Set	Items	Description
S1	4905702	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	6343126	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	390038	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COLLECTION OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	575105	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	493905	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	1631904	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S7	452003	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	9949034	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S9	1026902	S4 OR S5
S10	1966794	S6 OR S7
S11	78631	S8(S)S9
S12	2813	S11(S)S10
S13	54382	S1(5N)S2
S14	38	S12 AND S13
S15	4	S14 AND S3
S16	4	RD (unique items)
File	47:	Gale Group Magazine DB(TM) 1959-2006/Mar 01 (c) 2006 The Gale group
File	570:	Gale Group MARS(R) 1984-2006/Mar 01 (c) 2006 The Gale Group
File	635:	Business Dateline(R) 1985-2006/Mar 02 (c) 2006 ProQuest Info&Learning
File	476:	Financial Times Fulltext 1982-2006/Mar 03 (c) 2006 Financial Times Ltd
File	477:	Irish Times 1999-2006/Mar 01 (c) 2006 Irish Times
File	710:	Times/Sun.Times(London) Jun 1988-2006/Mar 02 (c) 2006 Times Newspapers
File	711:	Independent(London) Sep 1988-2006/Mar 02 (c) 2006 Newspaper Publ. PLC
File	756:	Daily/Sunday Telegraph 2000-2006/Mar 02 (c) 2006 Telegraph Group
File	757:	Mirror Publications/Independent Newspapers 2000-2006/Mar 02 (c) 2006
File	387:	The Denver Post 1994-2006/Mar 01 (c) 2006 Denver Post
File	471:	New York Times Fulltext 1980-2006/Mar 02 (c) 2006 The New York Times
File	492:	Arizona Repub/Phoenix Gaz 19862002/Jan 06 (c) 2002 Phoenix Newspapers
File	494:	St LouisPost-Dispatch 1988-2006/Feb 26 (c) 2006 St Louis Post-Dispatch
File	631:	Boston Globe 1980-2006/Mar 01 (c) 2006 Boston Globe
File	633:	Phil.Inquirer 1983-2006/Mar 01 (c) 2006 Philadelphia Newspapers Inc
File	638:	Newsday/New York Newsday 1987-2006/Mar 01

(c) 2006 Newsday Inc.
File 640:San Francisco Chronicle 1988-2006/Mar 02
(c) 2006 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2006/Mar 02
(c) 2006 Scripps Howard News
File 702:Miami Herald 1983-2006/Mar 01
(c) 2006 The Miami Herald Publishing Co.
File 703:USA Today 1989-2006/Mar 01
(c) 2006 USA Today
File 704:(Portland)The Oregonian 1989-2006/Mar 01
(c) 2006 The Oregonian
File 713:Atlanta J/Const. 1989-2006/Mar 02
(c) 2006 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2006/Mar 02
(c) 2006 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2006/Mar 02
(c) 2006 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2006/Mar 01
(c) 2006 The Plain Dealer
File 735:St. Petersburg Times 1989- 2006/Mar 01
(c) 2006 St. Petersburg Times

16/3,K/1 (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

06006549 SUPPLIER NUMBER: 70368452 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Interlibrary Loan and Resource Sharing Products: An Overview of Current
Features and Functionality.**

Jackson, Mary E.

Library Technology Reports, 36, 6, 1

Nov, 2000

ISSN: 0024-2586

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 80775 LINE COUNT: 06653

... the United States and Canada.

Terminology Used in the Publication

Interlibrary loan (ILL) and document **delivery** (DD) are encompassing terms that define the process used by a library (or library's...outstanding requests, number of overdue, number of fines, total amount owed, number of 'claims returned,' **and** number of lost items.

Patrons are able to recommend or select potential lenders, or they may select only the bibliographic...

...ILL module prints return address labels and return slips; both are customizable.

When the item **has** been returned, **borrowing** staff update the transaction. Overdue charges, if appropriate, are automatically calculated. The item is automatically...

...lending request depends on local policy and workflow decisions.

The Lending Process: Shipping and Returning **Material**

Lending staff indicate the item **is** being supplied in the ILL staff interface. Charges are automatically calculated. The item is automatically ...

...automatically generated. Electronic notice (e-mail) of shipment may be automatically generated.

When the item **has** been returned, **lending** staff discharge the item **using** ILL staff interface. Additional charges, if appropriate, are automatically calculated. The item is automatically checked...No third-party software is used.

The current release of CARLWeb only supports one destination **e** -mail address for CARLWeb ILL Request.

Technical staff are required to operate the CARL System...a prompt for patron identification, configurable patron authentication data, and a prompt for pickup location **before** filing the hold.

If patrons search a database that is not their home library catalog

...

...Pulldown lists of valid values can be included.

Patrons may choose their preferred pickup location.

System Holds support many parameters that allow libraries in a consortium to limit access to certain...

...requests are transferred to a separate ILL system or service.

For System Holds, if items **are** returned **at** an agency other than the home agency, an in-transit slip can be printed. If items **are** returned **at** an agency other than the next designated pickup location, a hold in-transit slip can...fees are generated automatically according to policies of the owning library. Even if an item **is** returned **at** a nonowning library, the debit transaction logged is only payable at the owning library. A...

16/3,K/2 (Item 2 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
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05288498 SUPPLIER NUMBER: 53474221 (USE FORMAT 7 OR 9 FOR FULL TEXT)
IT DELIVERS FOR UPS.(informaiton technolgoiy is central to UPS Worldwide Logistics business)
Bartholomew, Doug
Industry Week, 247, 23, 59(1)
Dec 21, 1998
ISSN: 0039-0895 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2383 LINE COUNT: 00197

... That's very important to the customer who doesn't want inventory sitting around."

Currently, **UPS** drivers, after making a **pickup**, transmit data on the shipment to headquarters by inserting a handheld "delivery information acquisition device" (DIAD) into a holding slot on the delivery truck. **UPS** also is testing new technology that will enable drivers to transmit shipment information **instantly** to the company's mainframe computers immediately after entering it into the handheld device.

"We...

...makes detailed shipment information more readily available throughout the entire shipping cycle.

For companies that **choose** not to use a computer to transmit and access shipment data, **UPS** has OnLine TeleShip, an **automated** system using a telephone that stores and accesses shipping data.

In the latest wrinkle, ...markets worldwide. The company contracts with WWL to manage its shipments between plants, distribution centers, **recycling centers**, and retailers. This includes movement of both new auto batteries and used **products** destined for **recycling** and covers both land and rail shipments.

Key pieces of WWL's service to GNB...

16/3,K/3 (Item 3 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

04075561 SUPPLIER NUMBER: 15415808 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Integrated library systems for microcomputers and mainframes: a vendor study. (part 1)
Saffady, William
Library Technology Reports, v30, n1, p5(141)
Jan-Feb, 1994
ISSN: 0024-2586 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 60348 LINE COUNT: 05244

... procurement and training requirements. Typically, the mainframe computer is operated by an organization's data **processing center**, which assumes responsibility for software installation and support. Presumably, the organization's existing mainframe system...for almost 2,500 installations. In any case, published installation estimates are typically limited to **processor sites**; consortia and other cooperative arrangements dramatically increase the number of libraries that utilize integrated systems...s existing customer base and likely future market. VAX systems are also commonplace in data **processing facilities** operated by corporations, government agencies, and school districts. For organizations

with underutilized VAX processors, the...copies. An authorized operator can assign a special status, such as "lost," "missing," or "claimed **returned**," to an **item**. Trace requests can be issued for items with special statuses. Such items will be flagged...

...as a separate item type. At check-in, the system notifies the operator that such **items** are to be **returned** to the interlibrary loan department. In the event of system failure, a portable data capture...of an item is possible; the amount of time that a borrower is given to **return** a recalled **item**; rates and durations for first and second fine periods; grace periods, which may be specified...

...of an item are present. An authorized operator can backdate check-in transactions. For recently **returned items**, the circulation status field within catalog records can contain a special message for a specified...

...window envelope. Purchase orders are printed in duplicate; one of the copies is to be **returned** with the **item**. Receiving procedures are straightforward. The library key-enters order numbers from the return slips into...tags, indicator values, and subfield codes. MARC authority formats are likewise supported, although individual technical **processing sites** can define their own authority control policies. Authority records can be applied to all headings...

...records display a "returned" message and the discharge date. Longer intervals can be defined for **items returned** to other branches. Most NOTIS installations rely on barcodes to simplify the entry of item...course number. Hourly loan periods are supported.

The NOTIS circulation module can generate various printed **products**, including due date slips, **return** receipts, payment receipts, hole slips, routing slips, overdue and recall notices, item availability notices, and ...configuration, is often implemented on a computer system that is operated by a centralized data **processing facility** and shared with other, nonlibrary applications. For some customers, the ability to implement NOTIS on...overdue" to items when an overdue bill has been sent, and deletes it if the **item** is **returned**. The status "in transit" is assigned to items checked in at a branch other than...resources for technical services]. Argus 13 (3): 91-97. Peritore, L. 1986. Innovacq and serials **automation** at Hastings Law Library 11 (2): 69-74. Peritore, L. 1988. Innovacq and the University...

...11 (3): 261-70. Powell, J., and Slach, J. 1985. How to evaluate integrated library **automation** systems. Online 9 (2): 30-36. Raivio, M. 1990. YSA ja VTLS: kokemuksia Lapin korkeakoulun...

...Columbus, Ohio: Genaway and Associates, 160-80. Ryan, B. 1992. Beta testing an integrated library **automation** system. Information Technology and Libraries 11 (4): 367-71. Saffady, W. 1987. Characteristics and experiences...

...systems installations. Library Technology Reports 23 (5): 651-767. Saffady, W. 1989. The cost of **automated** cataloging support: An analysis and comparison of **selected** products and services. Library Technology Reports 25 (4): 461-627. Salmon, S. 1986. TOMUS: The...

...4): 51-68. Seely, E. 1988. Old buildings, new faces: Adapting old library buildings to **automation** -- the Cleveland Public Library experience. Journal of Educational Media & Library Sciences 24 (4): 380-87 ...library-developed system. Library Hi Tech 5 (1): 67-75. Shaffer, B., et al. 1993. **Automated** binding procedures: Using INNOVACQ vs. an in-house database. Serials Librarian 23 (3-4): 233...

...System at the King's Fund. Aslib Information 19 (5): 167-68. Sheehy, B. 1993. **Automation** initiatives at the King's Fund Centre for health services development. In Proceedings of the...

...Interfaces environment. Library Hi Tech 9 (2): 69-79. Stackpole, L., and Thomas, C. 1993. **Selection**, implementation, and use of Unix-based library systems in a campus networked environment. In Proceedings...

...Integrated Online Library Systems. Medford, N.J.: Learned Information, 12-14. Steele, C. 1990. Australian **automation** developments, 1989-1990. In Online Information 90: Proceedings of the 14th International Online Information Meeting. Oxford: Learned Information Limited, 469-77. Steele, P. 1983. **Automated** serials control using NOTIS. Serials Review 9 (4): 64-73. Steffey, R. 1990. The NOTIS...

...agent. Serials Librarian 19 (3-4): 187-89. Sybrowsky, P., and Wilson, K. 1986. DYNIX **automated** library systems. Library Hi Tech 4 (2): 39-49. Szarejko, C. 1992. A hierarchical decision...

...of Alabama's NOTIS system. Library Software Review 12 (2): 38-42. Tiwana, P. 1991. **Computerizing** a small library. Herald of Library Science 30 (3): 229-32. Tolnai, G. 1992. A hazai koenyvtargepesites a megvaltozott vilagban [Library **automation** in Hungary in a changed environment] Tudomanyos es Mueszaki Tajekoztatas 39 (7-8): 303-309...

...566-70. Turkka, H. 1992. Strategy for the integration of satellite libraries in the VTLS- **automated** system at the Helsinki University of Technology Library. IATUL Quarterly 5 (3): 199-206. Turner...
...Proceedings of the 1976 Clinic on Library Applications of Data Processing: The Economics of Library **Automation**. Urbana-Champaign: University of Illinois, Graduate School of Library Science, 133-44. Vom Heed, A...

...90: Proceedings of the Conference. Weston, Conn.: Online Incorporated, 164-66. Walckiers, M. 1992. Library **automation** in Europe. IAUL Proceedings (New Series) 1 (1): 16-22. Walton, R. 1987. The 1986 **automated** system marketplace: New perspectives, new vistas. Library Journal 112 (7): 36-43. Wang, H. 1993...

...Library Hi Tech 1 (3): 44-46. Warmann, C. 1987. An experimental document retrieval and **delivery service** to extension agents and agricultural experiment stations in Virginia. In The Off-Campus Library Services...

...microcomputer. Database 11 (3): 117-23. Weas, A. 1993. MultiLIS software and the SUNY library **automation** program. Library Software Review 12 (2): 32-37. Webb, T. 1987. Hybridization and the return...Associates: A system overview. Library Software Review 12 (4): 27-34. Woods, R. 1986. Library **automation** in British universities. Program 20 (4): 359-81. Woodward M. 1990. Innovacq implementation: A reference...

16/3,K/4 (Item 1 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
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01909367 Supplier Number: 62710640 (USE FORMAT 7 FOR FULLTEXT)
Keep it up!(Internet merchants and customer service)
CAMPANELLI, MELISSA
Entrepreneur, v28, n5, p27

May, 2000

ISSN: 0163-3341

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2689

... conducting the chat sessions aren't trained properly.

EHobbies.com. a 100-plus employee hobby **destination** site encompassing content, community and commerce, understands these ideas well. The Santa Monica, California, company...purchases within 30 days for a prompt refund. However, most businesses charge customers a small **return** fee. When the **item** is **returned**, for example, the customer's credit card will be credited for the price of the...

...to-end solution: They take your products from warehouse shelves, pack them, hand them to **shippers** and then send an **automated** e-mail response to your customers to let them know their packages are in transit...
...send notices of shipping, and handle returns. There are literally thousands of these companies to **choose** from, but experts say the best way to find one that suits your needs is...

Set	Items	Description
S1	81451	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	271934	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	15159	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COLLECTION OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	84841	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	22653	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	278993	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S7	187872	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB) ()SERVER? ?
S8	709751	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S9	106264	S4 OR S5
S10	420122	S6 OR S7
S11	4379	S8 AND S9 AND S10
S12	3325	S1(7N)S2
S13	2	S11 AND S12
S14	122	S11 AND S1
S15	8	S14 AND S2
S16	8	RD (unique items)
File	6:NTIS 1964-2006/Feb W2	
	(c) 2006 NTIS, Intl Cpyrght All Rights Res	
File	63:Transport Res(TRIS) 1970-2006/Jan	
	(c) fmt only 2006 Dialog	

16/3,K/1 (Item 1 from file: 6)

DIALOG(R)File 6:NTIS

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2169843 NTIS Accession Number: DE00014026/XAB

LIQUID PHASE FISCHER-TROPSCH (III & IV) DEMONSTRATION IN THE LAPORTE ALTERNATIVE FUELS DEVELOPMENT UNIT. Final Topical Report. Volume I/II: Main Report. Task 1: Engineering Modifications (Fischer-Tropsch III & IV Demonstration) and Task 2: AFDU Shakedown, Operations, Deactivation (Shut-Down) and Disposal (Fischer-Tropsch III & IV Demonstration)

Federal Energy Technology Center, Morgantown, WV.

Corp. Source Codes: 116662000

Sponsor: Department of Energy, Washington, DC.

1 Jun 1999 266p

Languages: English

Journal Announcement: USGRDR0021; NSA0019

Sponsored by Department of Energy, Washington, DC.

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NTIS Prices: PC A13/MF A03

... cobalt catalyst. These runs were sponsored by the U. S. Department of Energy (DOE), Air **Products** ; Chemicals, Inc., and Shell Synthetic Fuels, Inc. (SSFI). A productivity of approximately 140 grams (gm...

... of operations. The catalyst/wax filters performed well throughout the demonstration, producing a clean wax **product** . For the most part, only one of the four filter housings was needed for catalyst...

... Tropsch III operations. The reactor operated hydrodynamically stable with uniform temperature profile and gas hold- **ups** . Nuclear density and differential pressure measurements **indicated** somewhat higher than expected gas hold-up (45 - 50 vol%) during Fischer-Tropsch IV operations. The high gas hold-up was confirmed by a **dynamic** gas disengagement test conducted at the end of the run. Heat transfer in the reactor was better than expected. Heat, mass and elemental balance calculations **indicated** excellent closure. After the initial learning curve with system **dynamics** , the plant was restarted very quickly (24 hours and 17 hours) following two plant trips...

... of the run. The selectivity to wax was lower than expected, with higher methane selectivity. **Returning** to the baseline condition **indicated** a productivity decline from 135-140 to 125-130 gm HC/hr-lit. of reactor...

... some catalyst loss from the reactor as well as initial catalyst deactivation. Significant quantities of **product** and samples were collected for further processing and analysis by the participants. Gas, liquid and...

16/3,K/2 (Item 2 from file: 6)

DIALOG(R)File 6:NTIS

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1936764 NTIS Accession Number: PB96-859855

Virtual Machines. (Latest citations from the U.S. Patent Bibliographic File with Exemplary Claims)

(Published Search)

NERAC, Inc., Tolland, CT.
Corp. Source Codes: 103588000
Sponsor: National Technical Information Service, Springfield, VA.
Jan 96 50-250 citations
Languages: English Document Type: Bibliography; Patent
Journal Announcement: GRAI9608
Sponsored in part by National Technical Information Service, Springfield, VA.

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NTIS Prices: PC N01/MF N01

The bibliography contains citations of **selected** patents concerning virtual machines and devices. References describe virtual computers and virtual processors, and their...
...structures, control, interface, and operation systems are presented. The techniques of adding and changing, program **recovery** from faults and interrupts, and suspend and resume controls are included. (Contains 50-250 citations...

... title list.) (Copyright NERAC, Inc. 1995) The numbered memoranda series is used to communicate with **carriers** on subjects and issues not appropriate for the Medicare **Carriers** Manual because they are not on-going instructions. Program Memorandums are used for such **items** as conveying short-term interim procedures, lists of immediate but not continuing interest, and reminder...

Descriptors: *Bibliographies; Patents; Computer storage devices; **Computer systems** hardware; **Computer systems programs**; Associative storage

16/3,K/3 (Item 3 from file: 6)
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1871054 NTIS Accession Number: PB95-593430

Environmental Factor (TM) System: CERCLA and RCRA Site Information from Six EPA Databases (on CD-ROM)

(Data file)

Environmental Protection Agency, Washington, DC.

Corp. Source Codes: 031287000;

Sponsor: Olewine (Nancy B.) Co., New York.

c1994 CD-ROMs

Languages: English

Journal Announcement: GRAI9512

Contains search and retrieval software. The datafile is on two disc. Data format: ISO 9660/High Sierra. Needs one CD-ROM drive and DOS 3.0 or higher and 4MB hard disk space. Documentation not available separately. Prepared in cooperation with Olewine (Nancy B.) Co., New York. Prepared in cooperation with Olewine (Nancy B.) Co., New York.

Available on subscription, U.S., Canada, and Mexico price \$9,500; price for others \$14,000. Issued quarterly. Single issues are available; order number PB95-593431, price \$2,500. After the first year, the annual subscription price is \$6,000 for U.S., Canada, and Mexico, \$8,800 for others. Additional subscriptions for same company are \$2,500 for U.S., Canada, and Mexico, \$3,500 for others.

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16/3,K/4 (Item 4 from file: 6)
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1851125 NTIS Accession Number: PB95-593430

Environmental Factor (Trade Name) System: CERCLA and RCRA Site Information from Six EPA Databases (on CD-ROM)

(Data file)

Environmental Protection Agency, Washington, DC.

Corp. Source Codes: 031287000;

Sponsor: Olewine (Nancy B.) Co., New York.

c1994 CD-ROMs

Languages: English

Journal Announcement: GRAI9505

Contains search and retrieval software. The datafile is on two disc. Data format: ISO 9660/High Sierra. Needs one CD-ROM drive and DOS 3.0 or higher and 4MB hard disk space. Documentation not available separately. Prepared in cooperation with Olewine (Nancy B.) Co., New York.

Available on subscription, U.S., Canada, and Mexico price \$9,500; price for others \$14,000. Issued quarterly. Single issues are available; order number PB95-593431, price \$2,500. After the first year, the annual subscription price is \$6,000 for U.S., Canada, and Mexico, \$8,800 for others. Additional subscriptions for same company are \$2,500 for U.S., Canada, and Mexico, \$3,500 for others.

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16/3,K/5 (Item 5 from file: 6)

DIALOG(R)File 6:NTIS

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1708285 NTIS Accession Number: TIB/A93-00252

Entwicklung eines seriellen Kommunikationsnetzes fuer Automatisierungsvorhaben in explosionsgefaehrdenen Bereichen unter besonderer Beruecksichtigung des Steinkohlenbergbaues. (Development of a serial communication network for automation projects in hazardous areas with special consideration of the coal mining industry)

(Diss. (Dr.-Ing))

Schiller, M.

Technische Univ. Berlin (Germany, F.R.). Fachbereich 16 - Bergbau und Geowissenschaften.

Corp. Source Codes: 030172029; 9201200

24 Oct 91 184p

Languages: German Document Type: Thesis

Journal Announcement: GRAI9308

In German.

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NTIS Prices: PC E14

Entwicklung eines seriellen Kommunikationsnetzes fuer Automatisierungsvorhaben in explosionsgefaehrdenen Bereichen unter besonderer Beruecksichtigung des Steinkohlenbergbaues. (Development of a serial communication network for automation projects in hazardous areas with special consideration of the coal mining industry)

The serial data transmission network modelled in scope of this **article** is a store-and-forward network utilizing a message switching system. The individual nodes of...

... message received by a node to be transmitted to the respective destination point in a **specified** time frame and an acknowledgment to be sent to the transmitting agent (sender) about the...

... network attempt). Based on these requirements, it is not necessary that each work station be **returned** complete description of the communication path structure otherwise necessary. The result is the communication concept modelled in scope of this **article**. This is not based on stationary linkage (contrary to audio (voice) frequency transmissions or also...

Descriptors: *Underground mining; *Data transmission systems; **Automation**; Explosions; Coal mining; Electronic equipment; Methane; Data transmission; Computer networks

16/3,K/6 (Item 6 from file: 6)

DIALOG(R)File 6:NTIS

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1061263 NTIS Accession Number: DE83902313

State-of-the-ART Evaluation of Condensate Polisher Performance. Final Report (PWR)

Elmiger, S. J. ; Potterton, S. J.

Babcock and Wilcox Co., Alliance, OH. Research and Development Div.
Corp. Source Codes: 003658006; 9506194
Sponsor: Babcock and Wilcox Co., Lynchburg, VA. Utility Power Generation Div.

Report No.: EPRI-NP-2978

Apr 83 375p

Languages: English

Journal Announcement: GRAI8325; NSA0800

Portions are illegible in microfiche products. Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A16/MF A01

... provide plant operators with a tool to control the transport of soluble impurities and corrosion **products** during normal operation, start-ups, shutdowns, and other plant transients. The objective of this program was to provide an understanding...

... to achieve a large data base for evaluation, a lengthy and detailed plant survey was **chosen** as the means by which to accumulate the data. Response to the survey was excellent. Of the 268 surveys distributed, 147 were completed and **returned** with 135 of these included in a **computerized** condensate polishing data base. The data from the effort have been summarized in this report...

16/3,K/7 (Item 1 from file: 63)

DIALOG(R)File 63:Transport Res(TRIS)

(c) fmt only 2006 Dialog. All rts. reserv.

00965886 DA

TITLE: ITS BASED DYNAMIC VEHICLE ROUTING AND SCHEDULING

AUTHOR(S): Taniguchi, E; Yamada, T; Tamaishi, M

CORPORATE SOURCE: ITS America, 400 Virginia Avenue, SW, Suite 800, Washington, DC, 20024-2730,

Pag: 8p

SUPPLEMENTAL NOTES: Full conference proceedings available on CD-ROM.

PUBLICATION DATE: 20010000 PUBLICATION YEAR: 2001

LANGUAGE: English SUBFILE: HRIS (H)

ISSN: N/A

AVAILABILITY: ITS America; 400 Virginia Avenue, SW, Suite 800 ; Washington; DC ; 20024-2730

ORDER NUMBER: N/A

FIGURES: 4 Fig. TABLES: 1 Tab.

REFERENCES: Refs.

CONFERENCE TITLE: 8th World Congress on Intelligent Transport Systems

TITLE: ITS BASED DYNAMIC VEHICLE ROUTING AND SCHEDULING

...ABSTRACT: focuses on vehicle routing and scheduling procedures using advanced information systems in urban areas. Freight **carriers** have depots and their **pickup** /delivery trucks depart from the depot and visit customers with **designated** time windows for collecting or delivering **goods** and **return** to the depot. This paper presents a **dynamic** vehicle routing and scheduling model with real time traffic information, in particular variable travel times...

...The uncertainty of travel times effects the identification of the optimal routes and schedules of **pickup** /delivery trucks on very congested urban roads. Recently the implementation of advanced

information systems allows freight **carriers** to use historical and real-time travel time data on urban roads. This paper develops...

...of travel times in order to rationalize logistics systems and reduce the negative impacts of **goods** movement on the environment.

16/3,K/8 (Item 2 from file: 63)
DIALOG(R)File 63:Transport Res(TRIS)
(c) fmt only 2006 Dialog. All rts. reserv.

00813989 DA

TITLE: DELIVERIES IN AN INVENTORY/ROUTING PROBLEM USING STOCHASTIC DYNAMIC PROGRAMMING

AUTHOR(S): Berman, O; Larson, RC

CORPORATE SOURCE: Institute for Operations Research and the Management Sciences, 901 Elkridge Landing Road, Suite 400, Airport Square, Linthicum, MD , 21090-2908,

JOURNAL: Transportation Science Vol: 35 Issue Number: 2 Pag: pp 192-213

PUBLICATION DATE: 20010500 PUBLICATION YEAR: 2001

LANGUAGE: English SUBFILE: HRIS (H)

ISSN: 00411655

AVAILABILITY: Institute for Operations Research and the Management Sciences ; 901 Elkridge Landing Road, Suite 400, Airport Square ; Linthicum; MD ; 21090-2908

ORDER NUMBER: N/A

FIGURES: 8 Fig. TABLES: 4 Tab.

REFERENCES: 26 Ref.

TITLE: DELIVERIES IN AN INVENTORY/ROUTING PROBLEM USING STOCHASTIC DYNAMIC PROGRAMMING

...ABSTRACT: on a tour, with a possible additional customer added at the end. The amount of **product** needed by each customer is a known random process, typically a Wiener process. The objective is to adjust **dynamically** the amount of **product** provided to each customer so as to minimize total expected costs, comprising cost of earliness, lateness, **product** shortfall, and **returning** to the depot nonempty. Earliness costs are computed by invocation of an annualized incremental cost argument. Amounts of **product** delivered to each customer are not known until the driver is at the customer location...

...customer is either restocked to capacity or left with some residual empty capacity, the policy **determined** by stochastic **dynamic** programming.

DESCRIPTORS: **Delivery service** ; Delivery vehicles; Inventory; Routing; Stochastic programming; Tankers; Gases; Customers; Costs; Vehicle capacity; Residual capacity; Nonempty **return** ; **Product** shortfall; Earliness costs; Lateness costs

Set	Items	Description
S1	800467	RETURN??? OR SEND???()BACK OR RECYCL??? OR RECOVERY OR REVERSE() (INVENTORY OR LOGISTICS)
S2	2672247	PRODUCT? ? OR MERCHANDI? OR GOODS OR ITEM? ? OR ARTICLE? ? OR TONER OR CARTRIDGE?
S3	67562	DESTINATION? OR (RETURN??? OR RECYCL??? OR PROCESS? OR COLLECTION OR CENTRAL OR GENERAL) (1W) (LOCATION? ? OR CENTER? OR - CENTRE? OR FACILIT? OR SITE? ? OR HUB? ?)
S4	615725	(DELIVERY OR TRANSPORT? OR SHIPPING OR FREIGHT) () (SERVICE? OR BUSINESS? OR COMPAN? OR PROVIDER?) OR LSP? ? OR CARRIER? OR SHIPPER? OR TRANSPORTER?
S5	142586	FEDERAL()EXPRESS OR FEDEX OR FED()EX OR AIRBORNE OR UNITED-()PARCEL()SERVICE OR UPS OR DHL OR POSTAL()SERVICE OR USPS
S6	2908533	AUTOMAT? OR DYNAMIC? OR SELECTIVELY OR INSTANT? OR INTERACTIV? OR ON(1W)FLY
S7	1042353	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER(1W) (PROGRAM? OR PROGRAMME? OR APPLICATION? OR APP OR APPS OR CONTROL? OR FUNCTION? OR OPERAT? OR PROCESS? OR SYSTEM? ?) OR (CLIENT OR NETWORK OR INTERNET OR WEB)()SERVER? ?
S8	6713364	DETERMIN??? OR DECID??? OR CHOSE? ? OR CHOOS??? OR PICK??? OR SELECT??? OR DESIGNAT??? OR INDICAT??? OR SPECIFY??? OR SPECIFIE? ?
S9	738443	S4 OR S5
S10	3694893	S6 OR S7
S11	128856	S8(S)S9
S12	9258	S11(S)S10
S13	19659	S1(7N)S2
S14	33	S12 AND S13
S15	7	S14 NOT PY>2000
File	80:TGG Aerospace/Def.Mkts(R)	1982-2006/Mar 01 (c) 2006 The Gale Group
File	637:Journal of Commerce	1986-2006/Feb 23 (c) 2006 Commonwealth Bus. Media
File	6:NTIS	1964-2006/Feb W2 (c) 2006 NTIS, Intl Cpyrght All Rights Res
File	7:Social SciSearch(R)	1972-2006/Feb W4 (c) 2006 Inst for Sci Info
File	8:Ei Compendex(R)	1970-2006/Feb W3 (c) 2006 Elsevier Eng. Info. Inc.
File	14:Mechanical and Transport Engineer Abstract	1966-2006/Feb (c) 2006 CSA.
File	34:SciSearch(R) Cited Ref Sci	1990-2006/Feb W4 (c) 2006 Inst for Sci Info
File	94:JICST-EPlus	1985-2006/Dec W1 (c) 2006 Japan Science and Tech Corp(JST)
File	434:SciSearch(R) Cited Ref Sci	1974-1989/Dec (c) 1998 Inst for Sci Info

15/3,K/1 (Item 1 from file: 80)
DIALOG(R)File 80:TGG Aerospace/Def.Mkts(R)
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01479057 Supplier Number: 70367419 (USE FORMAT 7 FOR FULLTEXT)

Assault Rifles and Their Technology.

Ezell, Virginia; Gander, Terry J
Armada International, v24, n6, pS31
Dec, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 10889

... Afghanistan and Chechnya, some Russian authorities criticised capabilities of the 5.45 x 39 mm **cartridge** and advocated a **return** to the 7.62 x 39 mm M1943 cartridge (heavier bullet). This may be the...

...than the rest of the mechanism and is thus able to strike a buffer and **return** to chamber and fire a second **cartridge** before the barrel/receiver have completed their rearwards travel. At that point the normal trigger... with rotating-bolt locking system, with a seven-lug bolt head in a rectangular bolt **carrier**. The bolt head fits into a locking collar at the breech end of the barrel. The fire **selector** allows for semi- **automatic**, **automatic** and three-round burst firing. The barrel has a "1 in 7 inch" right hand...

15/3,K/2 (Item 1 from file: 637)
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06275872

Controlled Success

TRAFFIC WORLD (TW) - December 4, 2000
By: JOHN GALLAGHER
Section: RAIL Page: 35
Word Count: 1490

... delivering. FreightWise is the first thick exchange that allows participants not only to offer and **select**, but actually buy and pay for **transportation services** entirely online," said Greg Fox, president and chief executive officer of FreightWise. "Launching with the...

...in the controlled launch were Connecticut-based Hershman Recycling Inc., which supplies paper mills with **recycled paper products**, and Triton **Transport Services** Inc., an Ohio-based drayage company that deals primarily with intermodal freight. Both were won...

... listed their available equipment, it came up on the screen as a match and I **selected** it. Even though everything was prearranged (in that it was a test move), the entire...

...less work than how we would traditionally do business, because with this huge base of **carriers** we use, we have loads moving to and from locations all over the country. Myself and other dispatchers in this office are making calls to any **carrier** we can think of that would be looking for a load in that lane."

He pointed out that Hershman lists loads on other load-posting services but it doesn't **automatically** match up with **carriers**. " **Carriers** that are interested have to call us, rates have to be negotiated and the whole...

...screen. The only thing that would change would be the date we're looking for **pickup**. The entire transaction took seven to 10 minutes; in the future that should come down...

... go in and hit 'refresh' on that same individual load, or change the parameters like **pickup** and delivery date windows and with one click I may get some activity."
The majority...

... is accessible at all times, including all historical information," he said.

As a seller of **transportation services**, Triton Transport's Price agreed that FreightWise offers clients more efficient use of their time. The **carrier**'s "test case" was the posting of two company-owned 48-foot dry vans that...

...FreightWise's exchange relieves them of this. And it's the same on other end; **shippers** have other things they could be doing with their time besides calling 30 trucking companies...of our loads are short-haul moves, we rely on more regional, mom-and-pop **carriers**," Hershman's Granger said. "FreightWise started out (signing on) larger **carriers** that aren't going to be as good a fit for us right now. But as they bring more **carriers** into the exchange, there will probably be more opportunity to use this service."
Triton also...

... freight, and Transplace.com, a partnership of the six largest publicly held U.S. truckload **carriers**. "We don't see these initiatives as the same," Price said. "Webmodal and Transplace are..."

15/3,K/3 (Item 2 from file: 637)
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06275647

Joint Logistics Operations

TRAFFIC WORLD (TW) - November 20, 2000

By: DAVID BIEDERMAN

Section: LOGISTICS Page: 15

Word Count: 945

...that will administer the day-to-day activities of the programs, said the university was **chosen** from among 11 schools that applied for the grant money that will fund LOGTECH. The...

... and those of the private sector than the casual observer might suspect, said Powell.

"The **dynamic** changes that have gone on in the logistics field are changing organizations in both the..."

... the private sector is in the area of asset visibility. Powell said that companies like **FedEx** and **United Parcel Service** can tell you where goods are at any point along the supply chain and in...

...commerce has resulted in an explosion of business-to-consumer sales that often result in **goods** having to be **returned** to the seller. The priorities may be different in the military, he said, but the...

15/3,K/4 (Item 3 from file: 637)
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EXPORT OPPORTUNITIES

JOURNAL OF COMMERCE (JC) - December 23, 1998

By: The trade leads are generated from around the world on a daily basis by
The U.S. Commercial Service.

Edition: Five Star Section: SPEC Page: 8A

Word Count: 5482

...Greeting cards/gift cards

96 Cooler cups

96 Sun tea set

96 Mist cooling system

Product data: Greeting cards/gift cards made of **recycled** materials and may include organic flower and other seeds in the card paper, allowing for...13 missions and headquarters of the Ministry of Foreign Affairs. This tender is for the **computerization** of an accounting system at the missions, transfer/validation/regeneration of accounts at the headquarters ...

... tender document is free of charge. Suppliers are required to tender for all the items **specified** in the tender document, and should be in a position to supply, install and fully...

... the tender proposals must be submitted by hand (preferably by a courier service such as **DHL** or **Fedex**) to the Director, Central Tender Board, Ministry of Finance and Development Planning Building, Room 202...

15/3,K/5 (Item 4 from file: 637)
DIALOG(R)File 637:Journal of Commerce
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Transport, logistics industries hungry for productivity-boosting new technology

TRAFFIC WORLD (TW) - June 17, 1996

By: by Amy Zuckerman Special to Traffic World

Section: SPEC Page: 26

Word Count: 3098

...change and investment being made is enormous."

According to Walczak, "the trend now is toward **automating** the entire shipping process from the **automatic selection** of a **carrier** and mode of transport on the shipping side, to the tracking and tracing of a...

... raw materials and then managing the outbound side (to final destination)." "Our goal is to **automate** the entire management of inbound and outbound traffic, both domestic and international," said Michael Neary...

... planet if the need arises." (See box, page 27.) "A lot of what is driving **automation** is global competition, which means that companies are re-examining every facet of their business...

...5 to 12 percent of total revenue. We're coming along and saying, 'if you

automate that process, we can save you up to 15 to 20 percent.'"

The forces of...

...represent the tip of an iceberg. This is a whole emerging market."

Many of the **carriers** and **shippers** Walczak encounters are **deciding** how much to invest in technology. "They have degrees of **automation** in place ranging from nothing to the most sophisticated you can imagine. Most have **automated** accounting and may even have **automated** maintenance, but haven't reached the level of sophistication where they can seamlessly integrate information...

...computerized include:

Outbound shipping Inbound shipping Load consolidation (inbound and outbound) Loss and damage claims **Return merchandise** authorization Export documentation Updating of carrier rates Automation of freight audits and payment portions Inbound...allows CFI to access information useful for hiring drivers.

SUPPLY CHAIN CONTROL AND INVENTORY MANAGEMENT. **Computerization** is playing a major role in both altering and controlling the supply chain, as well as how companies conduct inventory management. Marketing data that **indicate** customer preferences or trends may be buried in freight documents, for example. This information, when sorted and analyzed, can help a manufacturer/ **shipper** with ordering of raw materials and other production concerns. Tighter production schedules and just-in...

15/3,K/6 (Item 5 from file: 637)

DIALOG(R)File 637:Journal of Commerce

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Sizzling pace of technology, brutal competition propel revolution in warehousing and distribution

TRAFFIC WORLD (TW) - April 22, 1996

By: by Amy Zuckerman Special to Traffic World

Section: SPEC Page: 19

Word Count: 3463

...the people and vehicles to move that inventory.

"When you're using less assets, the **return** is greater. If you can ship more **products** with fewer people, then you're being more productive," added Hamilton, who outlined the following...help clients maximize parts usage. Usage of parts is analyzed over time and the system **determines** what parts to discontinue and which to keep. Minimum and maximum inventory levels are **determined**, so that parts can be **automatically** replenished.

Automatic or continuous replenishment is a popular inventory-management trend and one that differs...

15/3,K/7 (Item 1 from file: 94)

DIALOG(R)File 94:JICST-EPlus

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02632927 JICST ACCESSION NUMBER: 96A0132099 FILE SEGMENT: JICST-E

Development of novel recovery process of rare metals from industrial waste products by utilizing liquid membrane.

GOTO MASAHIRO (1)

(1) Kyushu Univ., Fac. of Eng.

Nissan Kagaku Shinko Zaidan Kenkyu Hokokusho (Research Projects in Review,
Nissan Science Foundation), 1995, VOL.18(1995), PAGE.121-124, FIG.6

JOURNAL NUMBER: X0726AAW ISSN NO: 0911-4572

UNIVERSAL DECIMAL CLASSIFICATION: 628.477

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Journal

ARTICLE TYPE: Original paper

MEDIA TYPE: Printed Publication

Development of novel recovery process of rare metals from industrial waste products by utilizing liquid membrane.

ABSTRACT: **Selective** recovery of palladium from an industrial waste water including a large amount of iron was studied by liquid surfactant membranes (LSMs) prepared with a sulfur-containing extractant as a **carrier** in a stirred cell. Palladium ions were found to be extracted **selectively** over iron ions by using the sulfur-containing extractant from an acidic aqueous solution. The **selection** of **carrier** is a key factor for designing an efficient recovery process of palladium with a LSM...

...2-ethylhexyl monothiophosphoric acid (commercial name MSP-8) appears to be one of the best **carrier** currently available for palladium recovery using the LSM technique. Recovery of more than 95% palladium...